

Role Description



National
Deaf Children's
Society

Product Owner – M365 Optimisation

Technology Chapter Member (Product Owner – M365 Optimisation)

This role sits within the Technology Chapter and is supported by the Chapter Lead.

Salary range: £45,000 - £52,000 per annum

Step C, Chapter Member Tech

Hours: 35 per week

Location: Home-based

Contract: Permanent

Disclosure level: Basic

About the Technology Chapter

Expanding our digital capability is fundamental to how we will achieve our objectives. We require technical and non-technical digital capabilities to extend our reach and impact. The Technology Chapter aims to be a centre of excellence for internal digital services that support the National Deaf Children's Society in achieving its strategic objectives.

We are looking for people who have:

- A good understanding of digital and technology and how it can be used to improve the experience of customers and colleagues
- Specialisation in some aspect of digital or technology
- Understanding of user / customer experience, personas and user journeys and how these affect a user's experience with digital
- Understanding of accessibility and how to build it into the digital experience

Knowledge of and experience with digital product development.

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About the role

This is an exciting opportunity to play a lead role in evolving the deployment of our critical enterprise productivity tool, Microsoft 365, which enables the organisation to work efficiently and effectively in delivering our mission. In this post, you will need drive, enthusiasm, and experience in capturing business needs and translating and communicating how enabling technology can support our business goals and make a difference to every single member of NDCS.

As a Chapter Member at the National Deaf Children's Society, you'll be in a Chapter of like-minded and skilled specialists, experts, and emerging experts. Chapters are self-organising, and every member has a vital role to play, sharing their skills, knowledge and experience and learning and developing together. Led by the Chapter Lead all Chapter Members will value and respect each other's contribution and learn and develop collaboratively.

With a specialism in developing solutions using Microsoft tools on Microsoft platforms, part of your time would be spent using your skills, knowledge and expertise to work in squads of between six to nine people on exciting and customer focused product development. This involves following agile values and principles and working collaboratively with the product owner and colleagues to deliver on the strategic objectives and value for our customers.

You'll be given direction on what needs to be achieved and the freedom to achieve it. You may be working on a few squads at any one time. Alongside this there will be a degree of operational tasks which will be delivered in your chapter with support and directed from the Chapter Lead.

Who are you?

- You're knowledgeable about the wider M365 stack including O365, Power Pages, SharePoint and Azure.
- You have confidence when communicating with senior stakeholders to gather requirements and to consult with them on how best practice can be delivered.
- You have the ability to work autonomously but also as part of a team.
- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment
- You have a can-do attitude and are focused on achieving outcomes
- You're happy to share your thoughts, skills, knowledge, and experience

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- You have an open mindset and embrace new concepts and ideas
- You're a natural collaborator
- You're adaptable within a changeable environment
- You thrive in an agile product design and delivery environment

What will be in your toolkit?

- Exposure to M365 support, development, implementation and platform management
- Technical knowledge of any of the following would be highly beneficial in the role:
 - SharePoint Online – architecture, security & access, development
 - O365 & Modern Workplace fundamentals
 - Entra
 - CoPilot Studio & CoPilot
 - PowerPlatform
 - Microsoft Graph APIs / PowerShell
 - Data (Azure / Dataverse / SQL server)
 - APIs & integration

What will you bring?

- Strong digital skills and a sound understanding of agile values and principles.
- A commitment to the organisation's culture.
- Comfort with ambiguity.
- Bravery, courage and an appetite for risk taking.
- An exclusive focus on customers.
- An enthusiasm for giving and receiving continual feedback.

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Person Specification

Essential Criteria	How it is measured	
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Credible leader of the M365 Optimisation Squad programme with great stakeholder management skills.	I
2.	Excellent business analysis skills. Able to work with teams to scope out solutions and opportunities.	A
3.	Broad knowledge of the wider M365 stack including O365, Power Pages, SharePoint and Azure.	A/I
4.	Great communication skills. Able to translate business ideas into technical solutions and explain that technology in simple and plain language.	I
5.	Comfortable working in an agile development environment (sound understanding of agile values and principles).	A/I
6.	Passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	I
7.	You have a can-do attitude and are focused on achieving outcomes.	I
8.	You have an open mindset and embrace new concepts and ideas.	A/I

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Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Technical knowledge of one or more of the following: <ul style="list-style-type: none">• SharePoint Online – architecture, security & dev• O365 & Modern Workplace fundamentals• CoPilot Studio & CoPilot• Power Platform (BI, Automate, LogicApps)• Microsoft Entra• Microsoft Graph APIs / PowerShell• Data (Azure / Dataverse / SQL server)• APIs & integration	A
2.	Strong digital skills and a sound understanding of agile values and principles.	I
3.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	I/Q/T
4.	Confident in using Customer Relationship Management databases with good overall understanding of the applications such as systems.	I/T