

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

## SharePoint Administrator / Developer

### *Our managers*

As a manager at the Fund, whatever your specialism, you will proactively lead and manage either a team of people or an area of work, or both. You'll be accountable for high levels of performance, setting the standard for others to follow, putting our customers first and supporting our shared mind-set to achieve our strategic objectives.

Your people management skills will be brought to the fore and your ability to nurture, coach, inspire and empower people will be strong, supporting a constructive and positive working environment. Your project management skills will be equally solid, with an ability to delegate when necessary, and your decision-making will be informed by robust analysis and critical assessment. Through effective stakeholder engagement and management, you will deliver excellent customer service and use feedback to improve what we do whilst also drawing on your own learning and experience.

### *Your role*

As a SharePoint Administrator, you will be responsible for providing support and management of the SharePoint platforms within the Fund. You will have a specialist technical role demanding expertise in SharePoint setup, configuration, and ongoing operation. This role requires intricate knowledge of the SharePoint ecosystem, from out-of-the-box functionality through to custom components, third party integrations. This role also requires an appreciation of business processes, and the ability to understand and deliver solutions based on user requirements.

As a SharePoint Developer you will be responsible for configuring and customising SharePoint sites according to Fund specifications, building scalable web applications, writing, and modifying code, debugging software, and training staff. You will manage roles, permissions, and access rights as well as content types, and workflows that need to be updated based on users' needs.

You must have a thorough understanding of data security and the Fund's responsibilities as a custodian of personal information. You must work closely with colleagues from IT and our Data Protection Office to ensure we are following good data protection practice.

You will need to communicate effectively with the wider IT team, particularly feeding into the operational support model and when looking at integration points with other Fund systems.

As a technical specialist, you are relied upon to provide sound advice about the SharePoint platform to your colleagues. You have autonomy to solve problems and recommend solutions and potential product changes.

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

## *Your experience*

As a manager, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field.

You will be an experienced and capable SharePoint Administrator with a proven track record in setting up and configuring SharePoint sites. You'll be adept at handling change, including changing requirements. You are considered an expert by your colleagues and are happy to share your knowledge with others.

You will have worked extensively with core SharePoint functionality as well as functionality provided by add-ons, apps and integrations. You will have experience in configuring SharePoint to product custom reports based on colleagues' needs. You also keep up to date with developments in the SharePoint and wider Microsoft 365 ecosystem and consider how they may add value to the Fund.

## **Essential skills**

- Meeting with the various teams to gather, review and understand requirements.
- Setting tasks and development goals.
- Configuring the company SharePoint systems to specified requirements.
- Developing and maintaining new sites (Hub, Communication & Team sites)
- Managing O365 groups and access to sites
- Designing, coding, and implementing scalable applications.
- Extending SharePoint functionality with forms, web parts, and application technologies.
- Testing and debugging code.
- Troubleshooting software issues.
- Maintaining and updating SharePoint applications.
- Providing systems training to staff and customers.

### *Problem ownership*

You ensure that the right actions are taken to investigate, resolve and anticipate problems. You are proactive in investigate problems and implementing solutions and preventative measures.

### *Strategic ownership*

You focus on outcomes, not solutions. You are able to get buy-in from team members and colleagues across the wider Fund. You're able to help translate the product vision in prioritised deliverable goals.

### *User focus*

You are able to collaborate with user researchers and can represent users internally. You understand the difference between user wants and user needs. You champion user research to focus on all users. You can prioritise and define approaches to understand the user story, guiding others in doing so. You can offer recommendations on the best tools and methods to be used.

### **Desirable skills**

- SQL database administration
- Awareness of data protection principles and our responsibilities under GDPR
- Being involved in the wider SharePoint community, identifying good practices we can adopt and sharing experiences

### *Agile working*

Experience in working in agile ways, including an awareness of agile tools and how to use them. You can advise colleagues on how and why agile methods are used and is able to provide a clear, open and transparent framework in which teams can deliver. You can adapt and reflect, are resilient and have the ability to see outside of the process.

### ***You will be able to***

#### **LEADERSHIP & MANAGEMENT**

- Engage with colleagues and stakeholders to generate commitment to goals and ensure delivery
- Be a flexible and confident manager who role models the Fund's vision and principles every day
- Identify individual and team strengths, addressing development requirements to deliver objectives
- Develop a positive working environment that supports others to be engaged and feel empowered to succeed

**BUILDING GREAT RELATIONSHIPS**

- Build positive relationships and networks inside and outside the Fund to support delivery of objectives
- Demonstrate advanced communication skills including networking, negotiating, and presenting to a range of audiences
- Question and listen to understand customer and stakeholder needs, identifying common themes which support your decisions and actions

**PERSONAL RESPONSIBILITY**

- Prioritise and role model continuous learning and self-development, seeking out feedback to improve own and team performance
- Remain confident and calm under pressure, and have a positive influence on others during times of change
- Actively seek out work and challenge and drive the delivery of own and team objectives, supporting and encouraging others to do the same

**DELIVERY**

- Readily share learning, insight, skills and resources to support business activities
- Use technology to create a better service for customers and stakeholders
- Gather, analyse and interpret data and information to inform decisions about your own work and the work of the team
- Understand and interpret the internal and external context when managing and planning business activities
- Monitor governance arrangements, providing solutions to risks and issues and ensuring lessons are learned for future work

***Our mindset***

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

<b>Your job family is</b>	Corporate Services	<b>Your directorate is</b>	Corporate Services
<b>Your mode of working is</b>	Hybrid/Office/Home based	<b>Your role template is</b>	Manager