SharePoint intranet manager

Job description

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Overview

Job type

Permanent, full-time (job share considered)

Salary

£45,000 per annum

Hours

40 hours per week

Annual leave

25 days (including three days' festive break)

Location

Home-based, with travel to customer sites as needed

Reporting to

Marketing and communications lead

Line management responsibilities

None

Security vetting

All our people have [security vetting](#) to BPSS at least. We arrange this if you don't have it

General

You must have the right to work in the UK without restrictions

The role and responsibilities

Working in our central Creative Agency, the SharePoint intranet manager will manage our own intranet and also facilitate SharePoint work for clients. You'll work with our change strategy leads and communications colleagues to deliver client projects. You'll understand how great UX, content and analytics can work with SharePoint's powerful intranet and document management capabilities to support how people work. You'll work with multiple clients at any given time, so you'll enjoy variety and exposure to different industries. You'll have worked in a lead position on SharePoint intranets and be excited to unlock Microsoft's potential for our clients beyond SharePoint.

While you'll help shape and grow this new role at Inform, your key responsibilities will be:

- Helping customers articulate their needs and requirements, especially supporting customers with less SharePoint knowhow
- Turning insight and ideas for clients into an actionable delivery plan and implement the solution
- Managing Inform's growing intranet
- Helping our project managers on [Discovery](#) work, defining and costing proposals
- Helping clients and colleagues understand the art of the possible in SharePoint
- Driving a user-first approach to all your solutions – we know the Inform difference is that we 'get' people and in all our work we focus on users' needs
- Leading and advising on user testing and UX as needed
- Promoting effective use of SharePoint analytics and other relevant measurements
- Helping clients understand SharePoint search including search customisation abilities, mobile search, 'Did you mean?', search integration, faceted search, and metadata/relevancy/date/location-based refinement options
- Understanding how SharePoint's intranet UI and document management work together, and how configuration and permissions support best practice and complying with data protection legislation
- Helping develop and maintain our website and caretake for the website in the web manager's absence
- Work with our expert trainers to make sure SharePoint best practice is understood and shared
- Exploring new opportunities in Microsoft and how they work with SharePoint to deliver employee engagement opportunities, for example Viva and Yammer

- Working closely with your Creative Agency colleagues to make sure anything you need from them is on time and to the right quality and specification
- Making sure you deliver agreed plans on time, and to budget and with the right QA process and approval
- Identifying upsell opportunities, bringing in relevant colleagues as needed
- Sharing positive stories that can be used by the customer, by Inform, or both

About you

Our values are critical to our success and being able to delight our clients. We have three core values that we'll expect you to demonstrate and support in what you do and how you do it: working together; doing the right thing; delivering with creativity and passion.

Aside from this, we're looking for someone who has:

- Experience of SharePoint as a knowledge management tool and how it can deliver great intranets for organisations
- Supported or executed design and development of two SharePoint intranets (at least one in SharePoint modern) and custom SharePoint business solution projects
- A solid understanding of SharePoint permissions and Azure AD security groups, and direct experience of managing these in a Microsoft 365 tenant
- A solid understanding of hub sites and sites, how they integrate
- A strong understanding of how global navigation, Site navigation and Search work
- Understanding of SharePoint site templates, colour schemes and JSON scripting
- Strong understanding and experience with PowerShell to manage and configure SharePoint (SharePoint Online (SPO), PNP-PowerShell, etc)
- Working knowledge of other languages that support SharePoint development such as HTML and CSS
- Experience integrating other Microsoft and third-party apps and services within SharePoint, such as Stream, Forms and the Power Platform
- Experience in defining how best to store and work with site assets, document libraries, pages and news, including defining custom columns for management
- Knowledge of the software development lifecycle, including design trade-offs, development practices, change control and configuration management
- Experience in SharePoint online and migration between sites
- Experience of supporting non-technical users and interpreting their requirements into functional specifications
- Good all-round people and organisational skills and able to work in a team
- Self-motivation and independence. This is a home-working position, so you need to be happy in your own company and able to thrive in a virtual working environment
- A positive and enthusiastic problem solver with a proactive nature

- Strong listening, writing and communication skills (whatever your preferred style or particular needs may be, for example if you're neuro diverse)
- The devil is in the detail – you'll need to spot problems other people would miss
- The ability to engage with senior stakeholders and end users

If you've worked in an agency before, this can help you adapt to how we work though it's not essential. You'll be interested in driving your own development and making sure your knowledge and learning stays up to date with Microsoft's ever-changing functionality.

What we offer

Because we embrace the opportunities from the technology we help roll out, we have flexible working patterns to fit in with your travel, families, personal development and other activities. We think this helps our team be the fully rounded experts our clients need. Alongside generous pay, we try to create a learning and social environment. So while we have a working-from-anywhere set up, you will feel connected and supported.

We give you company leave between Christmas and New Year on top of annual leave, monthly staff recognition rewards, contributory pension, private medical care, death-in-service cover and support for your learning and development. We offer referral fees to employees and contractors.

Inform has doubled in size in the last 12 months and we're in another significant growth phase. We anticipate matching our growth with increasing the opportunities we offer to your development with us.

About Inform

The Inform Team makes digital transformation succeed by putting people first.

Since we started in 2013, we've worked with public and private sector organisations to help them adopt new technologies and ways of working. From assessing an organisation's digital maturity and recommending changes, to shaping how that change is delivered, creating engaging communications and tailored training programmes, we offer a personal approach to the digital workplace.

We distil all that we do into five areas of expertise:

- Strategy + change
- Culture + behaviours
- Campaigns + content
- Learning + skills
- Engagement + connections

We think it's important that any technology change is people-focused because empowering individuals means digital transformation delivers real benefits. We can add value to our customers digital transformation and boost their return on investment by:

- Enhancing productivity and collaboration
- Making a positive difference
- Engaging people
- Increasing digital and workplace literacy
- Building strong and lasting relationships

We're an international network of expert consultants specialising in technology change management, communications, training, creative design and back-office operations. Our teams are a combination of permanent employees and contractors, meaning we can easily scale to meet the needs of any size project.