

<b>Role Title</b>	<b>M365 Product Lead</b>
<b>Reports to</b>	<b>Digital Workplace Team Leader</b>
<b>Directly Supervises</b>	<b>n/a</b>
<b>Total team size</b>	<b>6</b>

**Role Purpose**

The M365 Product Lead role is part of the wider End User Compute Team and work alongside the Modern Workplace Service Owner to develop and enhance the service by understanding and prioritising future requirements and overseeing delivery.

The role supports the Service Owner responsible for the end-to-end service delivery of Modern Workplace services. The ideal candidate will have an in-depth knowledge of M365 and associated products, together with experience of managing the product lifecycle.

**Key Responsibilities:**

- Supporting the development and delivery of the product strategy and roadmap for Microsoft 365 services
- Own the M365 product set.
- Delivering high quality results and decisions, within tight timescales whilst working under pressure and dealing with ambiguity.
- Work as part of a multi-functional team to create, refine and prioritise a product backlog of changes and enhancements.
- Discuss requirements with technical and non-technical audiences
- Generating documentation to a good quality and standard, including business requirements / user stories.
- Building and managing effective relationships with stakeholders and third-party suppliers and share specialist knowledge to support the adoption of the service.
- Review operational ways of working and keep up-to-date progress records on activities.
- Working with internal teams and suppliers to identify resolutions to incidents and problem tickets and utilise this data to improve the product

**Essential Skills, Knowledge & Experience:**

- Detailed technical knowledge of some of the following: the Microsoft 365 product suite, together with a working knowledge of EUC services and products - MS Teams, SharePoint Online, Windows10, Active Directory and Azure Active Directory
- Able to act as the subject matter expert across the M365 estate
- Able to support the Microsoft 365 roadmap and understand the impact of changes
- Experience in delivering change for large, complex organisations
- Excellent stakeholder management skills at all levels
- Ability to turn user requirements into solutions using own research
- Knowledge of the product life cycle
- Strong written and oral communication skills and presenting ideas in user friendly language
- Ability to apply organisational goals and objectives to day-to-day work

**Desirable Skills, Knowledge & Experience:**

- Experience and awareness of recognised methodologies – ITIL, Agile, Prince2 as an example.

**Other requirements of the role:**

The M365 Product Lead will work collaboratively with:

- All Service Owners
- Senior Operations Managers within the EUC team
- Technical Architecture and Service Operations teams
- 3<sup>rd</sup> party Service Managers, Project and Technical leads
- Key ABF stakeholders globally