



KING EDWARD VII's HOSPITAL

King Edward VII's Hospital

Job Description

Microsoft 365 Administrator

Department: IT
Report to: Head of IT
Hours: 37.5 (Monday to Friday)
Salary: £47,000-£55,000
Contract: Permanent
Closing date:

Job Summary

This role supports the hospital's digital transformation by maintaining and developing the Microsoft 365 environment. The post holder will play a key role in supporting and enhancing the hospital's intranet on SharePoint, driving collaboration through Microsoft Teams, and assisting the Project Management Office (PMO) in embedding technical services into change initiatives. The role requires a proactive approach to service improvement, user support, and project delivery.

Key Working Relationships

- IT Department
- Project Management Office
- Departmental Leads
- External IT Support Partners

Key Responsibilities

- Support the ongoing development and administration of the hospital's intranet using SharePoint Online, including site structure, permissions, and content management.
- Assist in the configuration, maintenance, and optimisation of Microsoft Teams, including the development of templates and standards for consistent collaboration.
- Work with the PMO and other stakeholders to ensure Microsoft 365 services are effectively embedded in new projects and change initiatives.
- Manage user accounts, permissions, and licenses in Microsoft 365, ensuring compliance with security and data protection policies.
- Provide technical support and troubleshooting for Microsoft 365 applications, escalating complex issues as needed.

- Contribute to the automation of administrative tasks using PowerShell or Microsoft Graph where appropriate.
- Maintain and update documentation, user guides, and training materials for staff.
- Monitor service health, usage, and adoption, and provide recommendations for improvement.
- Collaborate with senior IT staff to ensure governance, security, and compliance standards are upheld.
- Liaise with external vendors and support partners as required.

Person Specification

Essential Criteria

Qualifications:

- Relevant IT qualification or equivalent professional experience.
- Microsoft 365 Fundamentals (MS-900) or equivalent.

Skills:

- Good working knowledge of Microsoft 365 administration, including SharePoint Online, Teams, and Exchange Online.
- Experience with PowerShell scripting for basic automation and reporting.
- Strong communication and interpersonal skills, with the ability to support and train users.
- Organised, proactive, and able to manage multiple priorities.

Experience:

- 1–3 years' experience supporting and administering Microsoft 365 environments.
- Experience supporting or contributing to intranet or collaboration platform projects.
- Exposure to project work and working with cross-functional teams.

Desirable Criteria

Qualifications:

- Microsoft 365 Certified: Administrator Associate (MS-102) or working towards.
- ITIL Foundation or project management certification (e.g., PRINCE2 Foundation).

Skills:

- Experience with Microsoft Intune or Azure AD.
- Familiarity with Microsoft Power Platform (Power Automate, Power Apps).
- Understanding of compliance and data governance features within Microsoft 365.

Experience:

- Experience working in healthcare, or regulated sectors.
- Involvement in enterprise-level migrations or Microsoft 365 adoption programmes.

Other Duties and Requirements

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives and staff, are treated equally in line with the Hospital's Equal Opportunities Policy. At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age, religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative, and more successful.