



LIVERPOOL
HOPE
UNIVERSITY

1844

Recruitment Pack

Microsoft M365 Specialist

Job Reference: 2BITS35

Closing date: Friday 5th June at noon

www.hope.ac.uk





POST: MICROSOFT M365 SPECIALIST

STARTING DATE: ASAP

SALARY RANGE: £38,784 TO £46,049

TYPE OF CONTRACT: PERMANENT

WORK PATTERN: FULL TIME

REPORTS TO: HEAD OF INFORMATION TECHNOLOGY

The Post

Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.

Liverpool Hope University is one of the UK's most distinctive higher education institutions, recognised for its strong academic heritage, commitment to teaching excellence, and supportive community environment. With a focus on developing the whole person—intellectually, professionally, and personally—the University delivers a high-quality student experience across a broad range of disciplines.

The University is continuing to invest in its digital and physical infrastructure to support future growth, innovation in teaching and learning, and enhanced research capability. This role sits at the heart of that transformation.

About the Role

Liverpool Hope University is seeking a skilled and forward-thinking Microsoft 365 Specialist / Engineer to join our IT Services team. This is an exciting opportunity to play a key role in managing, supporting and enhancing a modern digital workplace for our academic and professional community.

You will be responsible for the design, implementation, and ongoing management of Microsoft 365 services, ensuring a secure, reliable, and high-performing environment. You will work closely with stakeholders across the University to deliver innovative solutions that support teaching, learning, and research.

Reporting to the Head of IT, you will take a lead role in the administration, configuration, and continuous improvement of the Microsoft 365 platform. You will act as a subject matter expert for cloud collaboration technologies and will be responsible for ensuring high availability, performance, and security across all services.

You will work closely with infrastructure, security, and application teams, as well as academic departments and professional services, to deliver solutions that enhance productivity and user experience.

Job Description/Key duties of the post

Job Title	Microsoft M365 Specialist	Code	2BITS35
Subject/Service Area	IT Services		
Reports to	Head of IT		
Accountable To	Head of IT		

Purpose of Job

The Microsoft M365 Specialist is responsible for the administration, development, and optimisation of the University's Microsoft 365 environment, ensuring effective delivery of secure, reliable, and innovative digital services. The role provides specialist expertise, supports projects, and enables staff and students to maximise the use of Microsoft 365 in teaching, learning, research, and administration.

Key Tasks / Responsibilities

Microsoft 365 Administration

- Administer and maintain core M365 services (Exchange Online, Teams, SharePoint Online, OneDrive, Intune, Power Platform).
- Manage user accounts, licensing, groups, and role-based access controls.
- Monitor service health, availability, and performance, taking proactive action to minimise disruption.

Service Delivery & Support

- Act as the subject matter expert (SME) for M365 services, providing advanced technical support to IT colleagues and end users.
- Troubleshoot and resolve complex incidents, escalating to Microsoft or third parties where required.
- Develop and maintain technical documentation, knowledge base articles, and end-user guides.

Security, Compliance & Governance

- Configure and monitor M365 security features (MFA, conditional access, DLP, threat protection, encryption).
- Ensure compliance with GDPR and University information governance policies.
- Contribute to the development and implementation of M365 governance frameworks and policies.

Innovation, Development & Integration

- Evaluate and implement new M365 features, updates, and tools to enhance digital services.
- Develop automation and efficiencies using PowerShell and Power Platform.
- Support integration of M365 with enterprise systems and applications.

Stakeholder Engagement & Training

- Provide clear advice, training, and guidance to staff and students to support effective use of M365.
- Deliver workshops and awareness sessions to encourage adoption of digital tools.
- Work with colleagues across IT, academic departments, and professional services to align M365 services with user needs.

Project & Strategic Contribution

- Support digital transformation projects involving M365, including migrations and system upgrades.
- Provide specialist input to project planning, risk assessments, and business cases.
- Contribute to the University's Digital Strategy by identifying opportunities for innovation and service improvement.

Work Performed (relating to key tasks)

Microsoft 365 Administration

- Configure and manage Microsoft 365 tenant settings to ensure secure, reliable, and effective operation of services such as Exchange Online, Teams, SharePoint Online, OneDrive, Intune, and Power Platform.
- Create, manage, and de-provision user accounts, licenses, and permissions in line with university policy and role-based access controls.
- Monitor system dashboards, alerts, and reports to identify and resolve issues proactively.

Service Delivery & Support

- Act as the technical escalation point for complex M365-related incidents that cannot be resolved by first- or second-line teams.
- Investigate service disruptions, analyse error logs, and liaise with Microsoft support where required to restore services.
- Produce technical documentation, procedures, and guidance notes to support IT colleagues and end users.

Security, Compliance & Governance

- Configure and maintain Microsoft 365 security tools, including multifactor authentication, conditional access policies, data loss prevention, and encryption.
- Carry out audits of access, data sharing, and retention settings to ensure compliance with GDPR and internal data governance policies.
- Recommend and implement improvements to security and compliance configurations in response to risks, incidents, or evolving requirements.

Innovation, Development & Integration

- Test and evaluate new Microsoft 365 features as part of Microsoft's rolling update cycle, advising on their potential benefits, risks, and adoption.
- Develop automation scripts (e.g., PowerShell) and workflows to improve efficiency of administration and reduce repetitive tasks.
- Contribute to projects integrating M365 services with enterprise systems, ensuring interoperability and consistency across platforms.

Stakeholder Engagement & Training

- Provide one-to-one and group training sessions for staff and students on the effective use of Teams, SharePoint, and other M365 services.
- Translate complex technical concepts into clear, user-friendly language when producing user guides and delivering workshops.

- Engage with academic and professional service departments to understand their requirements and recommend M365 solutions that support teaching, research, and administration.

Project & Strategic Contribution

- Participate in institution-wide IT projects involving migration, rollout, or enhancement of M365 services.
- Provide expert input to project documentation, including technical specifications, implementation plans, and risk assessments.
- Monitor sector trends and Microsoft's product roadmap, advising managers and colleagues on opportunities for innovation and digital transformation.

Materials, resources & equipment to be used

Microsoft 365 Services & Applications –

- Exchange Online, Teams, SharePoint Online, OneDrive, Intune, Power Platform (Power Automate, PowerApps, Power BI), and related admin centres.

Identity & Access Management Tools –

- Azure Active Directory (AAD), hybrid Active Directory environments, Conditional Access, and Single Sign-On (SSO) systems.

Security & Compliance Tools –

- Microsoft Security & Compliance Centre, Defender for Office 365, Data Loss Prevention (DLP), retention and audit tools, and multi-factor authentication systems.

System Administration & Monitoring Tools –

- Microsoft 365 admin portals, service health dashboards, log analytics, and monitoring platforms.

Automation & Scripting Tools –

- PowerShell, Graph API, and related scripting frameworks for system automation and reporting.

Enterprise Applications & Integration Platforms –

- University student records system, HR/payroll system, timetabling systems, and other enterprise applications integrated with Microsoft 365.

Knowledge Management Resources –

- IT service management system (e.g., ServiceNow, Freshservice, or equivalent) for logging, tracking, and reporting incidents and service requests.

Collaboration & Communication Tools –

- University intranet, Teams channels, and sector networks for information sharing and professional development.

Hardware & Infrastructure –

- University-managed devices (Windows/Mac desktops, laptops, mobile devices), servers (where applicable for hybrid environments), and network infrastructure required to support Microsoft 365 services.

Regular contacts (internal / external)

Internal

- IT Services Colleagues – Daily contact with infrastructure, applications, service desk, and information security teams to coordinate service delivery, resolve incidents, and implement changes.
- Line Manager / Project Managers – Regular discussions to provide updates on system performance, project progress, risks, and proposed solutions.
- Academic Staff – Engagement to understand teaching and research requirements, providing advice and solutions using Microsoft 365 tools.
- Professional Services Staff – Support for administrative functions (HR, Finance, Student Records, Library, etc.) in their use of Microsoft 365 to streamline processes.
- Students – Occasional contact to provide guidance, workshops, or support in the use of Teams, OneDrive, or other collaboration tools.
- Senior Management / Committees – Periodic reporting on projects, digital initiatives, security issues, or service adoption metrics.

External

- Microsoft Support – Regular contact to escalate complex incidents, request assistance, or gain clarification on Microsoft 365 service changes.
- Third-party Suppliers & Consultants – Collaboration with vendors delivering M365-related services, tools, or integrations.
- Sector & Professional Networks – Engagement with Higher Education IT forums (e.g., UCISA, Jisc) and Microsoft user groups to share knowledge, adopt best practice, and maintain awareness of sector developments.
- External Auditors / Regulators – Occasional contact to support compliance audits, data governance reviews, or security assessments.

Staff Reporting to Post holder

Direct Reports:

- None. This is primarily a specialist/technical role with no routine line management responsibilities.

Indirect/Occasional Supervision:

- May provide guidance, mentoring, or technical oversight to junior IT staff, apprentices, or placement students when working on Microsoft 365–related tasks or projects.
- May act as a technical lead within project teams, coordinating the work of colleagues for specific initiatives (e.g., system migrations, security implementations).

Person Specification

Qualifications / Experience Required

Essential

Education/Qualifications

- Degree-level qualification in Computing, Information Technology, or a related discipline, or equivalent professional experience.
- Evidence of ongoing professional development in Microsoft technologies.

Experience

- Significant hands-on experience administering Microsoft 365 services (Exchange Online, Teams, SharePoint Online, OneDrive, Intune, Power Platform).
- Proven track record of managing security and compliance tools within M365 (MFA, conditional access, DLP, retention, encryption).
- Demonstrable experience in troubleshooting and resolving complex technical issues in enterprise-scale IT environments.
- Experience of managing hybrid environments (Azure AD and on-premises Active Directory).
- Evidence of delivering training, workshops, or guidance to both technical and non-technical users.
- Experience in contributing to IT projects and implementing new systems or services.

Skills/Knowledge

- Proficiency in PowerShell scripting and automation tools to streamline M365 administration.
- Strong understanding of GDPR, data governance, and information security principles.
- Excellent communication and interpersonal skills, with the ability to explain technical information clearly to non-specialist audiences.
- Strong organisational skills with the ability to prioritise competing demands.

Desirable

Education/Qualifications

- Microsoft 365 Certified: Enterprise Administrator Expert, Security Administrator Associate, or equivalent certifications.
- ITIL Foundation (or higher) qualification.

Experience

- Previous experience working in a Higher Education or public sector environment.
- Experience with Microsoft Power BI for reporting and analytics.
- Familiarity with integration of M365 services with student records, HR, or finance systems.
- Experience contributing to digital strategy, governance frameworks, or large-scale transformation projects.

Contact for Queries

Neil Roberts
Head of Information Technology
robertn@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £38,784 to £46,049 per annum.. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;

- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

www.hope.ac.uk/jobs





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