ST RICHARD'S HOSPICE

JOB DESCRIPTION

St Richard's Hospice
Caring for life

Job Title: **Project Manager – Microsoft Teams Implementation**

Responsible to: **Director of Corporate Services**

Accountable to: **Director of Corporate Services**

Our Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.



Job Summary: The Project Manager – Microsoft Teams Implementation will lead the delivery of a structured, organisation-wide implementation of Microsoft Teams, governance, controls, and best practice usage. This implementation will include establishing and rolling out best practice and training on MS OneDrive and MS Planner.

This is a fixed-term role responsible for designing, planning, and delivering the rollout of a controlled and standardised Teams environment. The postholder will work closely with IT, Governance, and business stakeholders to ensure the platform is implemented in a secure, compliant, and user-focused way.

The role is delivery-focused, with clear responsibility for implementing governance foundations, embedding processes, and enabling a successful transition to business-as-usual support.

Key Deliverables

- Fully implemented (in line with project deliverables) a Microsoft Teams and SharePoint governance framework.
- Controlled and standardised naming, creation, ownership and lifecycle processes.
- Assessment of existing teams and prioritised remediation plan.
- Implemented request and approval workflows.
- Defined retention, guest-access and information-classification arrangements.
- Agreed adoption, security and compliance measures.
- Trained and informed user base as proved by PB agreed training metrics.
- Completed migration/clean-up of existing Teams, handover and final project report.
- Successful transition to business-as-usual support model.

Main Duties and Responsibilities: -

Project Leadership & Delivery

- Lead the delivery of the Microsoft Teams governance and standardisation project.
- Delivering the project scope, objectives, and success criteria.
- Develop and maintain a detailed project plan, timelines, and milestones.
- Manage risks, issues, and dependencies to ensure successful delivery.
- Provide regular reporting to senior stakeholders on progress, risks, and outcomes.

Governance Framework Implementation

- Deliver a Microsoft Teams governance framework aligned to organisational needs.
- Implement supporting policies, standards, and procedures.
- Define roles, responsibilities, and ownership models for Departmental Teams usage.
- Implement governance controls embedded into technical and operational processes.

Team Creation & Control Mechanisms

- Implement controls to restrict Team creation to authorised users.
- Design and configure approval workflows for Team creation requests.
- Establish and deploy standard operating procedures for Team setup.
- Implement naming conventions and ensure they are applied consistently.
- Design and deploy reusable Teams templates for key business use cases.

Security, Compliance & Configuration

- Work with IT and relevant teams to implement appropriate controls, including:
    - Guest access policies
    - External collaboration restrictions
    - Multi-Factor Authentication (MFA)
    - Data Loss Prevention (DLP) policies
- Ensure the implementation meets organisational security and compliance requirements.
- Oversee configuration of the Microsoft Teams environment in line with agreed standards.

Change Management & User Adoption

- Develop and deliver a change management and communication plan.
- Engage stakeholders across departments to ensure alignment and buy-in.
- Design, coordinate and deliver user training programmes that will be flexible to respond to individual team needs covering:
    - Teams usage best practices
    - Governance requirements
    - New processes and controls
- Produce user guidance materials, including documentation and support resources.
- Act as first point of contact for support as teams transition to new practices.

Data Clean-up & Transition

- Lead the review of existing Teams to assess usage, relevance, and compliance.

- Implement housekeeping activities, including archiving or rationalising inactive Teams.
- Ensure all Teams meet new governance standards before project closure.
- Support transition to business-as-usual (BAU) ownership, including handover documentation.

Monitoring, Reporting & Project Closure

- PM to agree with Project Board success metrics and track adoption, compliance, and usage improvements before the end of the planning stage of the project
- PM to agree with Project Board how to Monitor implementation outcomes and identify any gaps before the end of the planning stage of the project
- PM to produce a final project report including lessons learned and recommendations.
- Ensure all deliverables are completed and formally handed over to operational teams.

Personal Education and Development

- To use the hospice IT systems appropriately to maintain records and communicate internally and externally
- To maintain own personal development by attending appropriate courses and updates to maintain and develop skills and expertise
- To undertake statutory, mandatory and role enhancement training as directed

General

- To be aware of health and safety issues within the workplace and bring concerns to the attention of the line manager
- All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection.

This job description is not exhaustive and duties may be reviewed from time to time and revised and updated in consultation with the postholder.

Signed……Date……..

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PERSON SPECIFICATION

Job title: **Project Manager – Microsoft Teams Implementation**

Responsible to: **Director of Corporate Services**

Accountable to: **Director of Corporate Services**

	Essential	**Desirable**
Education, Qualifications and Training	• Relevant project management qualification or demonstrable equivalent experience of successfully managing projects through the full project lifecycle.	• Recognised project management qualification. • Microsoft 365 certification or formal training relating to Microsoft Teams, SharePoint, OneDrive or the wider Microsoft 365 environment.
Experience	• Experience using Microsoft Teams, Sharepoint, OneDrive and Planner • Demonstrable experience of successfully managing projects from initiation and planning through to implementation, embedding and handover to business as usual. • Experience implementing governance, controls, or compliance frameworks. • Experience managing stakeholders across business and technical teams.	• Experience with Microsoft Teams governance tools and automation (e.g., Power Automate). • Successfully delivered at least one Microsoft Teams, SharePoint or wider Microsoft 365 governance, adoption or transformation project. • Experience in large-scale collaboration or digital transformation programmes. • Experience of Microsoft Teams, SharePoint, OneDrive and/or Planner implementations. Experience of leading an organisation-wide Microsoft Teams or Microsoft 365 implementation, adoption or governance project.

		• Experience managing digital change projects within a clinical environment • Experience managing stakeholders across clinical teams. • Experience of information governance, records management, data protection or information-security-related projects. •
Knowledge	• Extensive Knowledge of Microsoft Teams, Sharepoint, OneDrive and Planner • Knowledge of M365 capabilities and administration. • Understanding of organisational change and the factors affecting successful adoption of new technology and ways of working. • Understanding of Microsoft Teams governance concepts including team creation, naming, ownership, permissions, guest access, lifecycle management and archiving. • Understanding of SharePoint document management principles, including permissions,	• Understanding of information governance, security, and compliance frameworks. •

	metadata, versioning and information architecture.	
Skills and Abilities	• Strong project management skills. • Strong communication, planning, and organisational skills. • Ability to manage change and drive user adoption. • Ability to translate technical concepts into clear, accessible language for non-technical audiences. • Strong analytical and problem-solving skills, with the ability to identify risks, evaluate options and recommend practical solutions.	• Ability to map and redesign business processes. • Experience developing training materials, user guides, FAQs or other digital adoption resources. • Facilitation or workshop-delivery skills.
Personal Qualities and Aptitudes	• Delivery-focused, with a strong sense of ownership and accountability for achieving agreed outcomes. • Collaborative and able to work effectively across organisational and professional boundaries. • Confident influencing and constructively challenging stakeholders where necessary.	• Curious and willing to explore how technology can solve operational problems rather than implementing technology for its own sake.

	• Able to bring structure and clarity to complex or ambiguous situations. • Approachable and able to build confidence among colleagues with differing levels of digital capability. • Detail-conscious while maintaining focus on the overall objectives and outcomes of the programme. • Commitment to inclusive and accessible ways of working.	