

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SERVICES**  
**DIRECTORATE OF IT SERVICES**  
**STRATEGY, ARCHITECTURE AND SUPPORT**  
**DIGITAL WORKPLACE MANAGER**  
**VACANCY REF: PSX-027999**

**Salary:** Grade 8 £58,596 to £69,757 per annum, depending on relevant experience

**Hours:** Full Time

**Duration:** Permanent

**Location:** Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: Please contact our IT Resource Management Team

Email: [it.resource@manchester.ac.uk](mailto:it.resource@manchester.ac.uk)

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**Overall Purpose of the Job**

The Digital Workplace Manager will oversee the University's suite of collaboration and productivity platforms, ensuring they meet organisational needs, support staff and student productivity, and remain at the forefront of technological innovation. The holder will be responsible for end-to-end platform management, strategic planning, technical consultancy, driving user adoption, managing third-party providers and exploring innovations in artificial intelligence to enhance the platform capabilities.

The Digital Workplace Manager will be a key member of the Application, Data and Strategy leadership team, providing strategic direction, anticipating challenges, driving performance and offering the technical expertise to optimise the University's investment in collaboration technologies, as well as align these platforms with institutional objectives.

The Digital Workplace Manager is accountable for the day-to-day operations and optimising the performance of the Collaboration team. These duties include resource planning; scheduling work; monitoring progress against timescales; anticipating and avoiding potential incidents; and responding to issues and requests raised by stakeholders. The post holder will ensure their

department is motivated, clear on their objectives, focused on continuous improvement and empowered to find creative solutions that will add value to the service.

## **Key Responsibilities, Accountabilities and Duties**

### Leadership, strategy and performance optimisation

- Develops and executes long-term plans for the University's collaboration and productivity platforms including Microsoft 365 (Teams, SharePoint, Exchange, Power Platform, Purview), Zoom, Dropbox, Jira/Confluence, and telephony services. Ensures that plans align with business needs and institutional strategy.
- Represents the technology perspective on a strategic level, supported by experienced Technical Leads, team SMEs and IT Architects. Evaluates existing and emerging technologies and tools in the selection of the collaboration offering for the University.
- Works with senior management and other stakeholders to define a costed and prioritised cloud-based collaboration and productivity service which aligns with ITS business objectives and University strategic plans.
- Identifies the resources necessary for all stages (planning, estimation, execution) of Collaboration projects, to ensure that technical, financial and quality targets are met.
- Employs roadmaps to communicate future development of collaboration services to management stakeholders. Promotes the benefits of utilising the productivity platform in terms of efficiencies and cost savings realised by leveraging automation and AI capabilities.
- Sets policy and drives adherence for standards for around the use of the collaboration and productivity platforms.
- Identifies emerging technologies, including AI features such as Copilot, to address evolving user needs and enhance productivity, as well as positioning the University as a leader in the technologies.
- Maintains expert knowledge of M365 platform updates, enhancements and best practices, and communicates relevant information to the University community.

### Consultancy and user adoption

- Provides technical consultancy around the usage and adoption of the collaboration and productivity platforms. Engages with key senior stakeholders from across the University to understand challenges and make recommendations on how to best exploit the platforms to solve business problems.
- Leads the exploration and adoption of AI-driven solutions for the University, including Microsoft Copilot and related tools, to improve efficiency and innovation.
- Establishes the KPIs and benchmarks for platform usage, user satisfaction and performance. Adjusts strategy and operational planning to optimise adoption and achieve value for money for the University.

- Develops a user adoption and engagement strategy to drive up usage and ensure a strong ROI on the University's collaboration and productivity technologies.

#### Technical and operational delivery

- Provides technical management of the Collaboration team ensuring that agreed service levels are met and all relevant policies and procedures are adhered to.
- Oversees and manages the budget for all collaboration platforms, ensuring cost-effective licence management and optimisation of total cost of ownership.
- Defines and maintains robust ITSM processes to integrate managed service providers and ensure effective service delivery.
- Manages the deployment of operational processes, procedures and tools for effective continuous monitoring and management of platform service performance against business/ financial goals, performance targets and security requirements.
- Develops effective implementation and procurement strategies consistent with specified requirements, architectures and constraints of performance and feasibility.
- Manages relationships with third-party service providers, particularly the managed service provider for Microsoft 365, ensuring service quality, value and integration with internal processes.
- Monitor vendor performance, ensuring contract compliance and alignment with University priorities.
- Embeds best practices in platform management, establishing protocols for ongoing improvement and governance of services.

#### Line management responsibilities, accountabilities and duties

- Manages, supports and guides the work of groups of staff in line with the operational needs of the Platform Engineering Team.
- Allocates responsibilities and assigns packages of work to groups of staff.
- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Gives regular feedback to teams and individuals on performance against agreed work.
- Facilitates effective working relationships within and between teams of staff. Motivates groups of staff and teams towards a high level of performance.
- Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.
- Advises individuals on career paths and encourages pro-active development of skills and capabilities. Provides coaching and mentoring to support professional development.

- Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales.

IT Services responsibilities, accountabilities and duties

- You will be expected to demonstrate a commitment to the IT Services Practice Charter and the University's values. The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.

<https://documents.manchester.ac.uk/display.aspx?DocID=58340>

<https://www.manchester.ac.uk/discover/vision/>

- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

**Person Specification**

<p><b>Experience/education/qualification on background:</b></p>	<ul style="list-style-type: none"><li>• Significant experience of building and operating a SaaS-based function for a large and complex organisation, preferably within a Higher Education context.</li><li>• Proven experience in managing collaboration platforms such as Microsoft 365, Zoom, Dropbox, and Jira/Confluence.</li><li>• Strong understanding of AI innovations in productivity platforms, including tools like Microsoft Copilot.</li><li>• Demonstrable success in driving user adoption and enhancing user experience for collaboration tools.</li><li>• Experience managing budgets, licences, and vendor relationships, particularly with managed service providers.</li><li>• Strong leadership skills, with a track record of building and developing high-performing teams.</li><li>• Ability to establish and monitor KPIs, aligning platform performance with strategic objectives.</li></ul>
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	<ul style="list-style-type: none"> <li>• Excellent communication skills, with the ability to engage stakeholders at all levels.</li> <li>• Familiarity with telephony systems, including MS Teams telephony and legacy fixed-line solutions.</li> </ul> <p>Desirable qualifications: M365 administrator certification, ITIL V4</p>
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<b>Inclusive leadership:</b> Able to encourage and inspire others to act inclusively; to engage and value the diversity of thought and background within and beyond their teams; and practice an inclusive approach.	Expected behaviour	X	
<b>Performance monitoring:</b> Identifying, agreeing and monitoring objectives and deliverables with individuals. Identifying underperformance issues against agreed quality standards and performance criteria. Identifying gaps in capability and causes, disciplinary or ability-related (needing assistance, training or other support).	Proficient in	X	
<b>Service level agreements:</b> The purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA (Operational Level Agreement) and an underpinning contract for the supply of services.	Proficient in	X	
<b>Operations management:</b> Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.	Proficient in	X	
<b>IT environment:</b> The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular own organisation's technical platforms and those that interface to them through the specialism, including those in closely related organisations.	Proficient in	X	

<p><b>Cloud/virtualisation:</b> The principles and application of cloud/ virtualisation (including ownership, responsibilities and security implications). Use of tools and systems to manage virtualised environments.</p>	<p>Proficient in</p>	<p>X</p>	
<p><b>Service delivery economics:</b> The economics of service delivery, such as the cost per service line in terms of hardware, software, and manpower used to deliver the service.</p>	<p>Familiar with</p>	<p>X</p>	