

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04091

Service Area: IT

Grade: G10

Job Title: Modern Workplace Education Lead

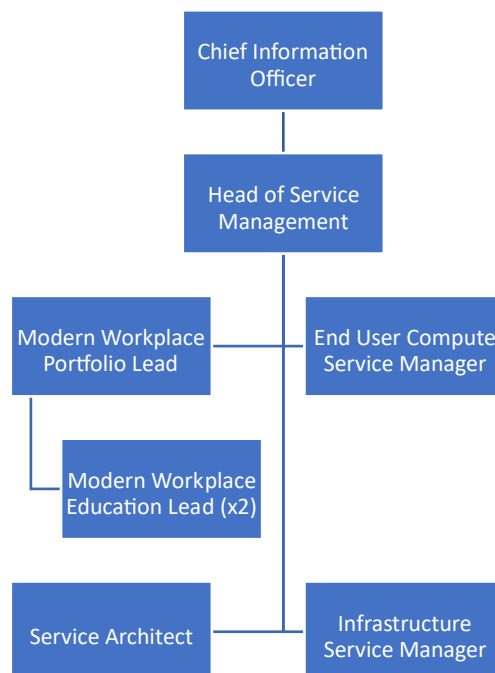
PURPOSE OF JOB:

The Modern Workplace Education Lead is responsible for supporting digital workplace transformation, user adoption, training, and continuous service improvement across Lincolnshire County Council (LCC). This role ensures that digital workplace technologies are effectively utilised to enhance productivity, collaboration, and user satisfaction, while maintaining compliance with GDAD governance and ITIL 4. The post holder will work closely with the security team to ensure compliance with NIST CSF 2.0.

Operating at SFIA Level 4, the role requires expertise in IT service management, user training, change management, and stakeholder engagement. The postholder will play a key role in driving digital adoption, ensuring IT services align with user needs, and supporting the council’s transition to an agile, product-based operating model.

The Modern Workplace Education Lead will work closely with outsourced IT service providers, council departments, and business stakeholders to ensure the successful deployment, training, and adoption of digital tools, including Microsoft 365 and end-user computing solutions.

TEAM STRUCTURE:





MAIN DUTIES:

1	<p>Digital Workplace Training & Adoption</p> <ul style="list-style-type: none">• Lead the training, coaching, and support for end-users adopting Microsoft 365, and other digital workplace technologies.• Develop self-service training materials, user guides, and workshops to enhance digital literacy across LCC.• Work with the IT Partner to agree levels of training offer by LCC and the IT Partner.
2	<p>End-User Experience & IT Service Adoption</p> <ul style="list-style-type: none">• Develop strategies to increase user satisfaction and engagement with workplace IT services.• Act as a champion for user experience improvements, ensuring digital workplace services are accessible and effective.
3	<p>ITIL 4-Based IT Service Management</p> <ul style="list-style-type: none">• Support the implementation of ITIL 4 service management practices, ensuring effective incident, problem, Request, change management and other relevant ITIL processes• Work with service teams to align IT services with business needs.

4	<p>Outsourced Vendor & IT Service Assurance</p> <ul style="list-style-type: none"> • Work with the LCC SDM's to assure the performance of outsourced IT service providers, ensuring process compliance with LCC's IT outsourcing contract and SLAs. • Act as a liaison between IT service providers and business users, ensuring seamless service delivery for digital workplace service.
5	<p>Governance, Compliance & GDAD Framework Alignment</p> <ul style="list-style-type: none"> • Ensure workplace IT services align with GDAD governance principles and ITSM best practices. • Maintain compliance with auditability, data integrity, and regulatory frameworks.
6	<p>Security Awareness & Risk Management</p> <ul style="list-style-type: none"> • Working with the LCC Security team assure workplace IT services comply with NIST CSF 2.0 Level 6 security standards, embedding cybersecurity awareness and best practices. • Promote zero-trust security principles, endpoint security, and data protection measures.
7	<p>Stakeholder Engagement & Change Management</p> <ul style="list-style-type: none"> • Work with business leaders, service owners, and IT teams to understand requirements and align workplace technology strategies.

	<ul style="list-style-type: none"> • Support change management initiatives, ensuring smooth transitions and stakeholder adoption.
8	<p>Agile & Continuous Service Improvement</p> <ul style="list-style-type: none"> • Support LCC's transition to an agile, product-based IT service model, embedding continuous service improvement methodologies. • Use data-driven insights to identify areas for service enhancement and user engagement.
9	<p>End-User Compute & Device Management</p> <ul style="list-style-type: none"> • Assist in the management of end-user computing environments, including Microsoft Intune, device provisioning, and identity management. • Support modern workplace policies for device security, compliance, and accessibility.

10	<p>Cloud & Collaboration Technology Integration</p> <ul style="list-style-type: none"> • Ensure the successful integration of Microsoft 365 and SharePoint into daily operations. • Support the adoption of cloud-first strategies for collaboration and remote working.
11	<p>Performance Monitoring & Data-Driven Decision Making</p> <ul style="list-style-type: none"> • Use analytics, reporting tools, and dashboards to track service performance, adoption rates, and user feedback. • Provide actionable insights to improve service quality and IT engagement.
12	<p>Digital Inclusion & Accessibility</p> <ul style="list-style-type: none"> • Ensure IT services are designed to be inclusive and accessible, supporting a diverse range of user needs. • Promote digital enablement initiatives to upskill staff and enhance service capabilities.
13	<p>Communications</p> <ul style="list-style-type: none"> • Work with the LCC Service Delivery Managers, IT Partner and LCC Corporate Communication Team to ensure effective communications are issued to Stakeholders and Users at appropriate and regular intervals using a variety of media tools. • Drive and implement the management and continuous improvement of the IT SharePoint site to ensure it serves as a central hub for IT-related information.
14	<p>Stakeholder Management</p>
	<ul style="list-style-type: none"> • Lead and manage Modern Workplace community groups such as the 365 Champions network and the SharePoint site Owners group, to drive the adoption and best practices of IT services and tools. • Explore and implement new methods for stakeholder engagement, such as digital platforms and interactive workshops, to enhance communication and collaboration.
15	<p>Product Management</p> <ul style="list-style-type: none"> • Prioritise and manage M365 product backlog, ensuring alignment with stakeholder needs and expectations. • Liaise with external partners to coordinate and implement changes to M365 roadmap solutions. • Support the Product Teams with product backlog, engaging stakeholders, ensuring quality assurance and product validation.

16	<p>User Satisfaction</p> <ul style="list-style-type: none"> Working with the IT Partner and LCC SDM's monitor and enhance user satisfaction by regularly gathering feedback, analysing user experience, and implementing improvements based on user needs and preferences
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PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Qualifications: A relevant qualification in IT, Business, Education, or a related field;	A	Y	
ITSM & ITIL Knowledge: Experience in service management, with a strong understanding of ITIL frameworks. ITIL v4 Foundation certification preferred.	A	Y	
Digital Adoption & Training Experience: Proven ability to support end-user training and drive adoption of digital workplace technologies.	A	Y	
Technical Knowledge: Understanding of Microsoft 365, Power Platform, Microsoft Fabric, and ESRI ArcGIS.	A	Y	
Stakeholder & Vendor Engagement: Experience working with internal stakeholders and outsourced IT service providers.	I	Y	
Governance & Compliance Awareness: Familiarity with GDAD standards and security frameworks such as NIST CSF 2.0.	I	Y	
Agile Mindset & Continuous Improvement: Ability to contribute to	I	Y	
an agile, product-based operating model and identify opportunities for service enhancement.			
Communication & Collaboration Skills: Strong interpersonal and communication skills, with the ability to engage with users and support change management efforts.	I	Y	
Problem-Solving & Analytical Thinking: Ability to identify service issues, suggest improvements, and support resolution processes.	A	Y	

Change Management & User Engagement: Experience supporting organisational change initiatives and user-centred approaches to IT service delivery.	I	Y	
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*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.