

Role Profile: Digital Services Consultant

Job Title:	Digital Services Consultant	Reports to:	
Level/Salary Range:		Position Type:	Full-time
Job Purpose			
<p>The digital service consultant is responsible for designing creating and supporting a variety of Office 365 documents and processes. Including Advanced Excel spreadsheets, PowerAutomate & PowerApps.</p> <p>Working closely with a variety of business stakeholders, to provide an essential consultative approach in the development and support function.</p>			
Job Description			
<p>The Digital Service team, part of the Digital Strategy team acts as a support function for other business departments and is responsible for finding developing and supporting efficient solutions utilising the Microsoft 365 suite of applications.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Monitor the ticketing system, triaging and prioritising requests according to department policies • Consult with stakeholders to understand their needs and offer the most appropriate solutions • Design and build efficient solutions using: <ul style="list-style-type: none"> ○ Microsoft Excel – Using both complex formulae and VBA programming ○ Power Automate , PowerApps & PowerBI ○ Sharepoint and OneDrive • Testing and quality assurance of solutions 			

Classification: **Public**

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- ### Essential qualifications, skills, or experience

- Desired qualifications, skills, or experience

- Experience using the Power Platform to automate business processes
- Advanced VBA programming skills
- Knowledge of modern Excel (Dynamic formulae such as FILTER, SORT & LET)
- Experience handling data using PowerQuery
- Experience in Office 365 solution design

Key Competencies

Winning Good Business:

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Results Driven	Demonstrates drive and enthusiasm to meet business expectations and deliver workload to agreed deadlines.
Innovation	Identifies continual improvements for day-to-day challenges, which will add value for clients.
Decision Making	Evaluates all options by considering all implications and consequences. Highlights the risks and opportunities, ensuring a successful outcome.
Resilience	Overcomes challenges, staying focused on delivering tasks.
Improving Efficiency:	
Analytical thinking	Uses information in a logical way, establishing patterns and can carry out complex calculations to make informed and considered decisions.
Problem Solving	Identifies issues, takes responsibility for finding and agreeing solutions. Strives to understand root causes and prevent re-occurrences.
Knowledge Sharing	Shares key information and distributes it to all relevant parties. Able to share technical knowledge to solve queries.
Communication	Actively listens and conveys information appropriately and timely. Clarifies any information shared is received and understood as intended.
Delivering Operational Excellence:	
Continuous Improvement	Recognises areas that could benefit from improvement, even though they work as originally intended ' <i>the little difference makes the big difference</i> '.
Adaptability	Adapts to different circumstances and the uniqueness of each task and to different expectations. Embraces and adapts to change positively.
Customer focus	Dealing predominantly with internal colleagues, can prioritise and manage expectations

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	positively. Understands the need s of the business to provide a quality service to customers and the impact of how their work affects customer perception and satisfaction .
Self-direction	Takes accountability and responsibility for own actions. Is a self-starter who takes the initiative to be proactive and achieve objectives.
Developing the Best People:	
Developing self	Supports own personal development, accepts, and gives constructive feedback. Is no t afraid to ask 'how' or 'why?'.
Motivation	Strives to complete successful tasks. Receives positive feedback from customers and internal colleagues. Motivated to contribute as a team player with ability to work solo.
Teamwork	Remains aligned with all team members, works within structure towards achieving team objectives. Engages with others and uses their knowledge and skills to achieve tasks more effectively. Celebrates success with everyone by achieving the common goal.
Building relationships	Develops strong rapport with colleagues and team members at all levels.

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