

Job description

Job title	SharePoint Content Officer
Department	Management Services
Location	UK, Nigeria or Kenya
Reporting to	IT & Facilities Manager
Responsible for	N/A
Liaison with	Options Administration Team, Options Global Business Team MSI – Global Information Services
Hours	Full time, 35 hours per week
Type of contract	Permanent

Organisation

We are a global team of experts and innovators tackling some of the world's most pressing health challenges. We work with leaders and change makers around the globe to bring health strategies to life. We provide ideas, advice and technical know-how that enable our partners to build a path to lasting change.

With 30 years' experience in global health, we collaborate with our partners to explore existing evidence, combine expertise, scale up ideas and co-create solutions that accelerate change. This includes collaborating on policy design, managing initiatives, building powerful coalitions, and galvanising social movements. Our impact is felt across whole communities, with a focus on women, girls and those who have been marginalised.

As part of MSI Reproductive Choices, all our profits go back into supporting MSI's own mission of children by choice, not chance.

We believe in a world where everyone can access the high-quality health services they need, without financial burden.

Our Values

In line with our mission, we are committed to safeguarding the rights and welfare of our staff, partners, and the clients and communities we serve, and expect our team members to share our values and commitments. We are committed to the following principles:

- Our expertise delivers sustainable impact
- Our work generates profit with a purpose
- Through growth and learning, we find new ways to solve complex problems
- We act with integrity, always
- We are building a truly equitable workplace

Main purpose of job

To provide administrative support of the Organisation's SharePoint and IT platforms.

To Manage incoming SharePoint queries and permission requests and work with the MSI service centre as liaison point to resolve any low-level service issues.

Day to day management of the Options Intranet, including ensuring content is up to date, and permissions are in place.

Manage knowledge library of IT Training resources, information, and access links to ensure that support is available for Global staff.

Create and deliver systems inductions for new starters.

Note: All levels of position in the organisation assume some degree of responsibility for safeguarding. Your accountabilities will align with the level and scope of the position and appropriate training will be provided

Main duties

SharePoint, Intranet & Teams

Provide a first point of contact for SharePoint queries; manage the Options SharePoint mailbox and work closely with the MSI Service Centre to resolve SharePoint issues in a timely manner.

Be responsible for the day-to-day upkeep of the company Intranet, ensuring that information is always current, and access and permissions are kept up to date.

Work with International teams to expand their Intranet regional pages and add additional information around programmes.

Deliver basic systems training to global Options team when required, to support usage and understanding of Microsoft systems including Office Applications and SharePoint platforms used by the organisation.

Create legacy process for handover of knowledge resources for new starters and those managing programme sites.

Manage library of SharePoint training and support resources for organisational Microsoft systems such as Teams Groups and Programme Sites.

Produce written Standard Operating Procedures to support Programme staff in the use, permissions setting and maintenance of their programme sites.

Note: this job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by:

Date:

Person specification

Criteria	Essential	Desirable
Experience		
Office experience in an administrative position. In depth knowledge of the SharePoint Platform including basic site maintenance and back-end processes. Experience in delivering support and training to SharePoint users internationally via online platforms such as Teams	✓ ✓	✓
Skills and attributes		
Highly proficient in the use of MS Office and SharePoint Strong administration and organisational skills, good time management High level of attention to detail Excellent verbal and written communication skills Approachable and friendly, able to support our global team with support issues	✓ ✓ ✓ ✓ ✓	
Other requirements		
Pro-choice Commitment to equal opportunities A commitment to the programme's and Options' principles of Safeguarding, Do No Harm, and to comprehensive sexual and reproductive health and rights Fluency in written and spoken English Fluency in written and spoken French	✓ ✓ ✓ ✓	✓