

Role Profile

This section provides key information relating to the role

Job Title:	ICT Application Manager		
Post No:	RP0130	Grade:	L
Team:	ICT	Location:	Campus East
Responsible to:	Assistant Director – ICT & Digital Services		
Responsible for:	Senior Systems Analysts (x2), GIS Manager, Environmental Health Systems Manager, Housing Orchard System Specialist, Housing Orchard Systems Administrator		

Overall job purpose:

To oversee the support, development and strategic direction of the council's enterprise applications ensuring they provide best fit for business needs and best value in the long term, building and developing a successful team to deliver your vision.

Key areas of focus:

1.	Line Management and development of staff. Motivate and develop a team of dedicated professionals.
2.	Application Support Management. Ensure that a rigorous approach to support is in place and sustainable.
3.	System controls. Ensure appropriate, standardised and documented approach to system management activities (upgrades, enhancements, etc.)
4.	Application Architecture. Ensure relationships between systems are understood, documented and optimized to support integration.
5.	Application Roadmap. Develop a practical approach to strategic advances in the application estate.
6.	Use of Data. Devise and implement strategies for assuring data quality and ensuring system data is optimized for business purposes.
7.	Project Management. Manage the smooth delivery of deployments, upgrades, migrations, etc.
8.	Requirements identification. Work with services to understand pressures and opportunities in use of business applications.
9.	Change Management. Communicate with and coordinate staff to keep them informed on and involved in changes, developments and projects.

10.	Procurement Management. Procure and renew contracts to deliver best value for the council and its customers.
11.	Supplier Management. Work with the council's application supply partners to ensure service levels are maintained at a high standard.
12.	Represent the service on internal and external working groups and provide support on wider corporate projects and specific cross service initiatives as directed by the Assistant Director and to provide cover and deputise for the Assistant Director as required.
13.	To be aware of and ensure compliance with the Council's policies and procedures in connection with Health and Safety at work, information governance, financial procedures and safeguarding
14.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
15.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
16.	Any other duties that are commensurate with the level and grade of this post including carrying out frequent evening and weekend work.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Prince2 Project Management Qualified		x	AP
ITIL IT Service Management Certified		x	AP
Experience of managing staff, functions, processes and budgets within IT Team(s)	x		AP/AS/IN
Experience of managing complex application projects to successful delivery	x		AP/AS/IN
Experience of producing and implementing application roadmaps	x		AP/AS/IN
Experience of leading on Application Support	x		AP/AS/IN
Knowledge			

Knowledge of Public Sector business applications	x		AP/IN
Knowledge of public sector compliance frameworks (e.g. PSN)		x	AP/IN
Knowledge of IT Service Management (ITSM) and ITSM systems.		x	AP/ IN
Skills and abilities			
Ability to work in an ordered and logical manner, being able to prioritise conflicting tasks and demands	x		AS/IN
Ability to manage and deal effectively with a high volume workload in a high pressure environment and in compliance with statutory and other deadlines	x		IN
Ability to communicate effectively and deal tactfully with people in a range of circumstances	x		IN
Ability to converse at ease with members of the public and provide advice in accurate spoken and written English	x		IN
Ability to advocate for the council and the borough and negotiate and find solutions on complex matters	x		IN
Ability to manage, motivate and develop staff to deliver projects and cases on time and to a high standard	x		IN
Other attributes			
Acceptance that working outside of normal office hours such as evenings and weekends is part of this role	x		AP
Ability to drive and possession of a current UK driving licence to travel to multi-site locations	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.