

ICT Applications Team Lead



Role Overview

Provide strategic leadership to the ICT Application Specialists, ensuring the delivery of a high-performing, customer-focused ICT support function that aligns with Your Housing Group’s organisational objectives. Drive the design, development, and continuous improvement of business applications and services to enhance operational efficiency, productivity, and user experience, supporting the organisation’s wider business goals.

RESPONSIBILITIES

- Ensure all application support requests are effectively triaged, prioritised, and managed in line with business requirements and agreed service standards, enabling timely and efficient resolution
- Monitor and manage application support ticket queues, ensuring ICT Application Specialists are actively progressing and resolving incidents and requests within agreed Service Level Agreements (SLAs)
- Contribute to and support projects impacting the Application Support Team, including resource planning, coordination, and providing effective implementation support to ensure successful delivery
- Drive the development of ICT Application Specialists by identifying and addressing skills gaps, maintaining a comprehensive knowledge base, and fostering a culture of continuous learning and professional growth
- Accurately forecast support demand, managing rota schedules to ensure appropriate resource coverage across core hours, out-of-hours support, and planned activities such as system maintenance and project deployments

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Act as the primary point of contact between ICT (internal and external) and key stakeholders, including sponsors and product owners, for all technical aspects of application management, ensuring effective communication and alignment
- Provide support, guidance, and mentoring to ICT colleagues, including Application Specialists, DevOps, Infrastructure Product Owners, business change agents, and 1st/2nd Line Support teams, to ensure the achievement of service level objectives and high-quality service delivery
- Provide effective line management of ICT Application Support Specialists, including conducting regular one-to-one meetings and Performance and Development Reviews (PDRs) to support performance, development, and wellbeing
- Provide support across high-priority projects, flexibly allocating time and expertise as required
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

- ✓ Strong organisational skills, with the ability to prioritise the teams time-critical work
- ✓ Ability to translate business needs to technical / functional requirements and vice versa
- ✓ An understanding of implementing business workflows and processes
- ✓ Experience of dealing with the complexity of multiple concurrent deliveries
- ✓ Excellent communication skills, both written and verbal
- ✓ Excellent customer service skills

ESSENTIAL REQUIREMENTS

- ✓ Demonstrable knowledge of housing sector applications, including Housing Management Systems, Finance Systems, and HR & Payroll Systems.
- ✓ Working knowledge of Microsoft Dynamics 365 (CRM), including configuration, support, and optimisation of customer and business processes.
- ✓ Experience of working within an Agile and DevOps culture, with an understanding of iterative delivery, collaboration, and continuous improvement principles
- ✓ Experience of leading and delivering application support within a multi-disciplinary organisation, collaborating effectively across diverse teams and business functions.

✓ Working knowledge of SQL and Progress databases, including the ability to query, analyse, and support data-driven applications.

✓ Excellent customer service skills, with the ability to build strong relationships, communicate effectively, and deliver a high-quality, user-focused support experience.

BENEFICIAL TO THE ROLE

✓ Familiarity with integration platforms such as Microsoft BizTalk, SSIS, and Microsoft Azure services (including Logic Apps, Azure Functions, and Data Factory), with an understanding of system integration and data workflows.

✓ Exposure to web APIs, with an understanding of how applications integrate and communicate.

✓ Ability to effectively manage own and team workloads, prioritising time-critical activities to ensure delivery against service standards and business needs.

✓ Experience of using SharePoint Online as a document management platform, including storing, organising, and managing documentation effectively.

✓ Proven ability to lead and deliver change initiatives, contributing positively to cultural transformation and embedding new ways of working successfully.

✓ Experience of working within an organisation undergoing transformational change, with the ability to adapt, remain resilient, and support the successful delivery of change initiatives.

✓ Demonstrates a positive attitude towards learning and development, supported by a strong record of continuous professional development.

✓ Experience of utilising Azure DevOps tools to support application lifecycle management, including work item tracking, source control, and deployment processes.

Our values

 yourhousinggroup.co.uk

 [your-housing-group](https://www.linkedin.com/company/yourhousinggroup)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTV](https://www.youtube.com/yourhousinggroup)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your_Housing](https://twitter.com/Your_Housing)



We are a
Living Wage
Employer



Through our passion for housing, more people have a safe place to call home