

ROLE PROFILE

Job Title: ICT Applications Manager	Role Reports to: ICT Head of Technical Delivery	Business Function: Information, Comms & Tech	Grade: D
---	---	--	--------------------

Job Purpose: Delivering and managing the software applications strategy across the Group, managing operational support, maintenance and development of all YHG business applications. Setting standards and controls for the Applications Team ensuring policies and procedures are implemented.	Key Competencies: <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understanding • Commercial Focus • Problem Solving and Decision Making • Building Relationships • Leadership • Developing Others • Impact and Influence
--	--

Key Responsibilities:

1. Provide leadership, vision and direction to the Applications Team to ensure contribution to business success by always putting our customers at the center of what we do.
2. Working with senior IT leadership to develop application strategy aligned with business strategy.
3. Lead new application projects and implementations and technical authority on all ICT related projects where applications are required.
4. Key contributor in the sourcing of application vendors and responsible for the ongoing supplier management of software providers.
5. Ownership, development and lifecycle management of the application service catalogue.
6. Help to establish Centers of Excellence for critical business applications including MS Dynamics and Integration platforms.
7. Develop processes through continuous service improvement to deliver best practice application support.
8. Ensure application support processes, including third party processes, are delivered in line with corporate policy on security, data protection and legal compliance.
9. Ensure that applications are available to agreed Service Level Agreements / Operational Level Agreements and all operational and delivery processes are followed.
10. Deliver proactive management of vendors and suppliers to ensure third party software, tools and services are always efficient, relevant and cost effective
11. Establish a strong application governance framework to ensure all application services are fit for purpose, have defined ownership and roadmaps.
12. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent understanding and experience of managing and developing an applications service catalogue • Deep understanding of operational support models for application services, including support paradigms for OnPrem, IaaS, SaaS and PaaS • Strong technical background with good understanding of modern approach to enterprise applications architecture, and Integration platforms 	<ul style="list-style-type: none"> • Functional knowledge of the Housing Sector • An understanding of the wider digital landscape • Experience in delivering Microsoft tech stack, including exposure to integration services such as BizTalk, Dynamics CRM, .Net, C#, TDD.
Skills	<ul style="list-style-type: none"> • Strategic thinker to clearly define vision, goals and objectives to deliver long term technical strategy, whilst overseeing the day to day BAU (Business as Usual) work • Proactive approach to continuous improvement. • Ability to lead and deliver change and contribute to culture change successfully. • Ability to influence at senior levels on matters relating to Infrastructure technologies and best practices. • Excellent verbal and written communication skills and able to communicate effectively at all levels. • Ability to manage time and priorities appropriately • Excellent Customer Service Skills. 	
Experience	<ul style="list-style-type: none"> • Demonstrable experience of managing a successful 	<ul style="list-style-type: none"> • Exposure to a DevOps culture

	Essential	Desirable
	multi-disciplined application team • Ability to produce clear, well-structured reports which aid effective decision making • Risk Management Experience	
Qualifications/Education	• IT Degree qualified • Or qualified by experience	

People Management Responsibility?	This role has line management responsibility, including coaching, development and performance management.
Budgetary Responsibility?	This role has responsibility for managing a budget of around £750k
Key Relationships (internal/external)	• Required to work closely with ICT Heads of Department, business partners and other members of ICT and across the Group. • Collaborative working relationship with Business Heads, Product Owners, Stakeholders and Change agents • Establishing, manage and maintain relationship with partners, contractors and vendors

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators
--

- | |
|--|
| <ol style="list-style-type: none">1. Ensure 95% of all tickets escalated to ICT Applications are resolved within SLA2. Ensure that the Groups key applications achieve an uptime greater than 98% (excluding planned downtime)3. Ensure all third party OLA's are met and breaches are documented4. 100% of all application vendor contracts must be managed and reviewed in line with the procurement process and guidelines5. Ensure that revenue budget is with 5% of annual forecast6. Ensure that application patching and versions comply with policy |
|--|

Date Role Profile Created/Updated:	October 2019
---	---------------------