

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
ICT Applications and Digital Manager	Head of ICT Operations	Information Comms & Tech	ICT Operations	D

<p>Job Purpose:</p> <p>Delivering and managing the software applications strategy across Your Housing Group, managing operational support, maintenance and development of all Group business applications. Setting standards and controls for the Applications & DevOps Teams ensuring policies and procedures are implemented.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability <p>Leadership Pillars:</p> <ul style="list-style-type: none"> • Authenticity • Strategic Thinking • Innovation • Resilience • Inspirational Leadership
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Key Responsibilities:

1. Provide leadership, vision and direction to the Applications & DevOps Teams to ensure contribution to business success, ensuring customers are at the centre of what we do.
2. Support with developing application and digital strategies aligned with business strategy and objectives.
3. Advise and support the strategic roadmap for the longer-term integration of legacy business systems.
4. Lead new application & development projects and implementations, the technical authority on all ICT related projects, where applications are required.
5. Key contributor in the sourcing of application vendors and responsible for the ongoing supplier management of software providers.
6. Ownership, development and lifecycle management of the application service catalogue.
7. Accountable for design principles, patterns, standards for software components. Ensuring software is implemented according to quality standards. Aligned with quality control gates to gain signoffs for design, and development phases of the SDLC
8. Ensure the successful transition of applications from development/configuration into live service
9. Help to establish Centers of Excellence for critical business applications including MS Dynamics and Integration platforms.
10. Develop processes through continuous service improvement to deliver best practice application support.
11. Ensure application support processes, including third party processes, are delivered in line with corporate policy on security, data protection and legal compliance.
12. Ensure that applications are available to agreed Service Level Agreements / Operational Level Agreements and all operational and delivery processes are followed.
13. Deliver proactive management of vendors and suppliers to ensure third party software, tools and services are always efficient, relevant and cost effective
14. Establish a strong application governance framework to ensure all application services are fit for purpose, have defined ownership and roadmaps.
15. 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 • Understanding of Agile Development Methodologies 	<ul style="list-style-type: none"> • Functional knowledge of the Housing Sector • An understanding of the wider digital landscape •
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 • Ability to lead and deliver change and positively contribute to culture change • Excellent customer service skills 	

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to influence at senior levels, relating to Infrastructure technologies and best practices • Excellent verbal and written communication skills, with the ability to communicate effectively at all levels • Ability to manage time and efficiently prioritise • Ability to develop an understanding of underlying systems, their capabilities and architectures • Ability to produce clear, well-structured reports which aid effective decision making 	
Experience	<ul style="list-style-type: none"> • Experience of co-ordinating multiple workstreams • Demonstrable experience of managing a successful multi-disciplined application and/or development team • Risk Management experience • Strong people management experience 	<ul style="list-style-type: none"> • Experience in delivering Microsoft tech stack, including exposure to integration services such as BizTalk, Dynamics CRM, .Net, C#, TDD • Exposure to a DevOps culture • Experience using agile methodologies
Qualifications/Education	<ul style="list-style-type: none"> • IT relevant Degree or qualified by experience 	

People Management Responsibility?	Line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	Budgetary responsibility of around £750k
Key Relationships (internal/external)	ICT Heads of Department, ICT Business Partners and other members of ICT and across the Group. External 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	
1. Ensure 95% of all tickets escalated to ICT Applications are resolved within SLA 2. 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 documented 4. 100% of all application vendor contracts must be managed and reviewed in line with the procurement process and guidelines 5. Ensure that revenue budget is with 5% of annual forecast 6. Ensure that application patching and versions comply with policy	

Date Role Profile Created/Updated:	January 2021
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