

JOB DESCRIPTION

JOB TITLE: SENIOR APPLICATIONS OFFICER

REF NUMBER:

GRADE: Grade 5

REPORTING TO: Applications Support Manager

ROLE SUMMARY

The post holder is responsible for the delivery, support and development of the Group's core business applications including: housing management, finance, asset management, choice based lettings and repairs scheduling.

The purpose of the role is to support the ICT team in terms of service delivery, development, policy advice and formulation. The post holder will act as the Company's expert in the functionality of the Group's core business applications giving relevant advice and guidance.

The post holder will be expected to lead and manage various projects which support the business objectives.

Will assist the Applications Support Manager and deputise where necessary in their absence.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Responsibility for the support and development of the Company's core business applications in line with the ICT Strategy, including working with managers/users/third parties to analyse working practices and develop innovative and achievable solutions with the primary focus being the Housing Management System.
- Lead and manage projects of a varying nature which actively supports the business objectives and ensuring these are delivered within timescales, to budget, any risks/issues are recognized and alleviated and work is allocated appropriately to teams and individuals.
- Responsible for the effective management and functioning of group wide ICT applications, including managing system software releases/patches, systems monitoring, administration, disaster recovery, maintenance and development.

- Using your own initiative deliver productive support to business users, investigating and resolving application errors, data discrepancies, producing reports, system problems and queries where you will be regularly required to make a variety of complex decisions.
- Support the Applications Support Manager to develop and implement strategic and operational strategies and plans.
- To assist the Applications Support Manager in ensuring the necessary procedures and policies are in place and followed to support users throughout the Company in developing and implementing ICT systems and applications.
- Develop and maintain system architecture and interface documentation for all areas of your responsibility ensuring they are accurate and current.
- To support the Applications Support Manager in managing partner organisations. Regularly conduct complex and demanding negotiations with users, suppliers and consultants in the delivery, development, and fault resolution of ICT systems/applications.
- Act as Systems Champion, promoting and supporting the proactive use of ICT across the business to improve the staff/customer experience and encourage users to take a more active role in ICT use.
- To assist in the preparation and management of ICT budgets.
- Effective management of maintenance, licence and support contracts for systems software used by CDHG.
- Deputise fully for the Applications Support Manager as and when necessary.
- To provide support, technical guidance and training to junior applications support staff.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with Group confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Degree or relevant experience/knowledge.	ITIL PRINCE2	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	<p>Significant experience of delivering and supporting companywide ICT systems.</p> <p>Leading and managing projects of a varying nature.</p> <p>Significant experience in the use, administration, management and configuration of database and reporting systems.</p> <p>Experience of recording and solving application support issues from customers, prioritising requests, implementing and communicating timely solutions</p> <p>Selection and implementation of third party software solutions</p> <p>Ability to deal effectively with difficult situations that arise from communicating with external companies or internal customers.</p> <p>Experience of systems integration and testing.</p> <p>Minimum of 3 years working within an ICT environment</p>	<p>SQL, .NET or Progress programming</p> <p>A good understanding of Operating Systems and Networks</p> <p>Exposure to and effective budget management experience</p>	<ul style="list-style-type: none"> • Application Form • Selection Process

Skills/knowledge	<p>A strong understanding of housing management systems, for example, Orchard, Capita Open Housing, Northgate, Aareon, Civica.</p> <p>Good experience of SQL/Progress database administration and application reporting tools.</p> <p>System analysis and being able to identify and implement innovative solutions to business issues.</p> <p>Using own initiative plan and prioritise workload effectively and provide resolutions to problems of a varying nature.</p> <p>Well organized and decisive</p> <p>The ability to work well under pressure and deal with conflicting demands</p> <p>Good research, numeracy, analytical and concentration skills</p> <p>Experience of building of effective working relationships.</p> <p>Ability to adapt personal style as appropriate for working with colleagues, board members, customers and stakeholders</p>	<p>Ability to manage budgets effectively.</p> <p>Ability to manage and motivate staff positively.</p> <p>Ability to deliver effective training sessions.</p>	<ul style="list-style-type: none"> • Application Form • Selection Process
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