

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Application Specialist	Grade: PO1 - PO4
Section: Corporate IT	Directorate: Change and Innovation
Responsible to following manager: Application Coordinator	Responsible for following staff:
Post Number/s:	Last review date: 15 October 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To carry out specialist application development, maintenance, and system configuration activities for all line-of-business applications supporting one or more key business areas for the Councils. This includes any associated application upgrades, interfaces to other business area applications, and assistance with management reporting requirements.

Specific Duties and Responsibilities

- Provide specialist expertise in proprietary development and support for complex user issues (second line and beyond) for designated business applications. Collaborate with application specialists in other business areas to acquire knowledge and provide backup support when necessary.
- Liaise with other CIT teams to ensure appropriate IT input and advice for the development and support of designated applications.
- Assist in the development and maintenance of prioritised application work plans, including significant IT projects and maintenance activities.
- Work closely with expert users and subject matter experts within designated business areas to develop and document current and future business processes, ensuring clarity and formal acceptance of requirements.
- Assist departmental training sections to ensure training courses and materials for line-of-business applications are up to date with current production releases.
- Participate in projects for the implementation or enhancement of applications, offering advice and guidance on the production of requirement specifications.
- Assist in the development of Service Level Agreements for application delivery and support services.
- Maintain awareness of legislative requirements related to application business areas and keep comprehensive, up-to-date business knowledge, specialist technical skills, and market intelligence relevant to the applications.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Demonstrable track record of recent experience and specialist knowledge in the Council's chosen applications within the designated business area(s)	Essential		A/I
Demonstrable appreciation of customer care principles along with an understanding of ITIL.	Essential		A/I
Demonstrable understanding of the business environment supported by the chosen applications.		Desirable	A/I
Broad knowledge of IT topics with good all-round IT Literacy	Essential		I

Experience	Essential	Desirable	Assessed
Demonstrable experience of application development lifecycles and change control.	Essential		A/I
Experience of other major business applications outside the main designated area of responsibility.	Essential		A/I
Experience of one or more of SQL server, Oracle, Power BI, Business Objects, Microsoft technologies	Essential		A
Skills	Essential	Desirable	Assessed
Social skills to develop and maintain good working relationships.	Essential		A/I
Presentation and persuasion skills with the ability to communicate effectively, verbally and in writing.	Essential		A/I
Business analysis and planning		Desirable	A/I
Qualifications	Essential	Desirable	Assessed
Educated to 'A' Level standard or equivalent	Essential		A/C
IT related (Prince 2, Agile, ITIL) or other accredited qualification		Desirable	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate