**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Application Coordinator | **Grade**:  PO5 – PO6 |
| **Section:**  Corporate IT | **Directorate:**  Resources |
| **Responsible to following manager:**  Applications Manager | **Responsible for following staff:**  Applications Specialists (x3 or x4, dependent on business area supported) |
| **Post Number/s:** | **Last Review Date:** April 2016 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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 have overall accountability for the development, maintenance and operation of all line-of-business applications supporting one or more key business areas for the Councils; this includes any associated application upgrades, interfaces to applications within other business areas and assist with management reporting requirements. To ensure the availability, performance and resilience of those business systems and the integrity of their associated application data.

**Specific Duties and Responsibilities:**

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| * Manage a team of Application Specialists providing the necessary specialist proprietary development and support expertise for the designated applications. Where the business applications are deployed across several directorates or external organisations, ensure that the team resources are apportioned appropriately to meet all respective needs and liaise regularly with application coordinators for other business areas to acquire expertise and provide backup support / resilience as necessary. |
| * Liaise with other CIT teams as necessary to ensure appropriate technical input/advice to the development and support of these applications. |
| * Work closely with service managers and expert users within the designated business areas to develop and document current and future business processes, ensuring appropriate formal arrangements are in place to support the relationship. |
| * Work with departmental training sections to ensure that training courses and materials for the line-of-business applications are kept up to date with the current production releases. |
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| * Assist the CIT Business Development Officer(s) for the designated business areas in the development and implementation of an Information Systems Strategy for the associated business department(s). Develop and maintain prioritised application development workplans consisting of significant IT projects, system enhancements and maintenance activities in conjunction with the relevant CIT Business Development Officer(s). |
| * Assist on the procurement and contract management of business applications. Produce and/or offer advice and guidance on requirement specifications and participate in dialogue with current and potential suppliers. Develop and manage any associated Managed Service Agreements relating to the applications. |
| * Prepare Service Level Agreements covering application delivery and support services with appropriate assistance from the relevant CIT Business Development Officer(s). |
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| * Manage supplier relationships effectively to ensure appropriate input from current application suppliers for the delivery of new functionality, provision of effective support and resolution of any delivery/support issues. Also oversee the development of new supplier relationships where necessary. |
| * Maintain comprehensive up-to-date business knowledge and where appropriate, legislative requirements, specialist technical skills and market intelligence relating to the relevant application(s) plus a thorough understanding of any associated supplier product roadmaps. |
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| * Develop and enact appropriate formal controls for all application development and maintenance activities – for example up-to-date application libraries, knowledge base, change control and security |

**Progression Criteria**

PO5 Able to perform the full duties of the post with weekly input from the line manager. Expert knowledge, experience and demonstrable track record of accomplishment in the implementation and support of all applications within the designated business area(s)

PO6 Able to perform the full duties of the post with minimal intervention from the line-manager and to deputise for the line-manager as necessary. Expert knowledge, experience and demonstrable track record of accomplishment in the implementation and support of all applications within the designated business area(s) and other leading enterprise-scale applications relating to one or more critical local authority business areas.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* 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 the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Posts managed: Application Specialists (x3 or x4 dependent on area of business)

Some applications may require the Application Support Team to be on stand-by over evenings and week-ends.

**Team structure**

Applications Manager

Applications Specialist

Applications Specialist

Applications Specialist

Applications Coordinator

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Demonstrable appreciation of customer care principles along with an understanding of ITIL | A/I |
| Demonstrable track record of recent experience and specialist knowledge in the SSA’s chosen applications within the designated business area(s). | A/I |
| Demonstrable understanding of the business context addressed by the applications with an ability to understand a wide range of disparate business activities. | A/I |
| Good all round IT literacy, broad knowledge of IT topics | A/I |
| **Experience** | |
| Experience of managing teams in project and/or operational contexts with direct line management experience of at least two staff. | A/I |
| Experience of one or more: SQL server, Oracle, Business Objects | A/I |
| Experience of project management along with demonstrable record of experience in directly managing or significantly contributing to major application implementation projects | A/I |
| Experience of supplier contract management at a strategic level, | A/I |
| **Skills** | |
| Ability to communicate effectively, verbally and in writing, with senior business and IT managers. | A/I |
| Analysis and planning skills. | A/I |
| Presentation and persuasion skills with an ability to facilitate group discussion. | A/I |
| Ability to deal constructively and expediently with conflict along with the social skills to develop and maintain good working relationships. | A/I |
| Ability to deviate from prescriptive mandates for pragmatic reasons. | A/I |
| **Qualifications** | |
| Educated to ‘A’ Level standard or equivalent | C |
| ITIL Foundation, Prince 2 Practitioner | C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**