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

**Job Description**

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| **Job Title:** Application Specialist – Social Care | **Grade**: PO1 – PO4  |
| **Section:** Corporate IT | **Directorate:** Resources |
| **Responsible to following manager:**Application Co Coordinators – Social Care | **Responsible for following staff:** |
| **Post Number/s:** | **Last Review Date:** 25/10/2016 |

**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 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, including any associated application upgrades and interfaces to applications within other business areas and assist with management reporting requirements.

**Specific Duties and Responsibilities:**

* Provide specialist, proprietary development and support expertise for more complex user support issues (second-line and beyond) for the designated business applications and to liaise with application specialists for other business areas to acquire expertise and provide backup support / resilience as necessary
* Liaise with other CIT teams as necessary to ensure appropriate generic IT input / advice to the development and support of the designated applications.
* Assist in the development and maintenance of prioritised application development work plans consisting of significant IT projects and maintenance activities

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| * Work closely with expert users and other subject matter experts within the designated business areas to develop and document current and future business processes, ensuring clarity and formal acceptance of requirements.
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| * Assist 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.
* 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 covering application delivery and support services.
* Assist in the development and management of any associated Managed Service Agreements relating to the supported applications and ensure appropriate input from current application providers for the delivery of new functionality and the provision of effective support and resolution of any delivery/support issues.
* Maintain up-to-date market-intelligence on all key suppliers of applications within the business areas and participate where necessary in focussed discussions with new potential application suppliers.
* Maintain awareness of any associated legislative requirements relating to the application business areas. Maintain comprehensive up-to-date business knowledge, specialist technical skills and market intelligence relating to the relevant applications.
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**Progression Criteria:**

PO1Demonstrable knowledge of and experience in development and support activities relating to the support and implementation of at least one leading application within the designated business area; able to perform support duties with weekly input from the line manager.

PO2 Expert knowledge of and experience in the implementation and support of at least one leading application within the designated business area(s); able to perform support duties and participate in upgrades with monthly input from the line-manager.

PO3 Expert knowledge, experience and demonstrable track record of accomplishment in the implementation and support of all applications within the designated business area(s) and able to perform full duties of the post with monthly input from the line-manager.

PO4 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 applications relating to other 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**

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

**Current team structure**

Applications Manager

Applications Specialist

Applications Specialist

Application Co-Coordinator

Application Co-Coordinator

**Person Specification**

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| **Responsible to following manager:**Application Coordinator | **Responsible for following staff:** |
| **Post Number/s:** | **Last Review Date:** April 2016 |

**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 Council’s chosen applications within the designated business area(s) | A/I |
| Demonstrable understanding of the business environment supported by the chosen applications. | A/I |
| Broad knowledge of IT topics with good all-round IT Literacy | I |
| **Experience**  |
| Demonstrable experience of application development lifecycles and change control. | A/I |
| Experience of working as part of a team in project and operational contexts. | A/I |
| Experience of other major business applications outside the main designated area of responsibility. | A/I |
| Experience of one or more of SQL server, Oracle, Business Objects | A |
| **Skills**  |
| Social skills to develop and maintain good working relationships. | A/I |
| Presentation and persuasion skills with the ability to communicate effectively, verbally and in writing. | A/I |
| Business analysis and planning | A/I |
| **Qualifications**  |
| Educated to ‘A’ Level standard or equivalent | A/C |
| Prince 2 or other accredited project manager qualification | A/C |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**