

ROLE PROFILE

Role Profile			
Job Title	Applications Manager		
Section	Infrastructure & Operations	Department	Applications
Reports to	Interim Agilisys		

Job Purpose	<p>As the Applications Manager, you will be responsible for overseeing the development, deployment, and maintenance of all business-critical software applications within the organisation. You will lead a team of skilled IT professionals, collaborate with various departments and client stakeholders to ensure that the applications align with the company's strategic goals and operational needs. The Applications Manager will play a pivotal role in enhancing efficiency, productivity and overall user experience by optimising and integrating diverse software systems.</p>
Key Competencies & Outputs	<p>Application Support: Establish and maintain support mechanisms to address application-related issues and user queries. Champion the development and maintenance of a comprehensive knowledge base for associated processes and procedures.</p> <p>Application Development and Management: Be instrumental in the design, development, implementation and support of software applications that cater to the organisation's specific needs and requirements. Engage with the wider ICT department to ensure that the applications are secure, scalable and perform optimally.</p> <p>Team Leadership: Lead a team of application specialists, analysts, administrators and engineers. Provide mentorship, guidance and performance feedback to facilitate their professional growth and foster a collaborative work environment.</p> <p>Project Management: Direct involvement and consultation on application projects, from initiation to deployment. Assist in defining project objectives, timelines and resource allocation. Monitor progress, identify potential roadblocks, and advise on any necessary adjustments to ensure successful project delivery.</p> <p>Vendor Management: Collaborate with external vendors and 3rd-party service providers for software solutions. Evaluate vendor offerings, negotiate contracts and manage ongoing relationships to ensure the delivery of high-quality products and services.</p> <p>Business Analysis: Work closely with business stakeholders to understand their requirements and challenges. Translate business needs into actionable technical specifications and collaborate with the applications team to deliver effective solutions.</p> <p>Application Integration: Facilitate seamless integration of various software applications to optimise workflows and enhance data exchange between systems. Ensure data integrity and security during integration processes.</p> <p>Security and Compliance: Implement and maintain robust security measures for all applications, ensuring data protection and compliance with relevant regulations and standards.</p>

	<p>Performance Monitoring and Optimisation: Regularly monitor application performance metrics, identify areas for improvement and implement optimisations to enhance application efficiency and responsiveness.</p> <p>Technology Evaluation: Stay updated with industry trends and emerging technologies to recommend suitable tools and frameworks that can enhance the organisation's application landscape.</p> <p>Budget Management: Monitor and manage the pseudo budget for the IT applications roadmap, including annual renewals regarding licensing & support services. Identify opportunities to enhance efficiency and cost-effectiveness in software licensing, maintenance and support agreements. Work closely with vendors to negotiate favourable terms and pricing for renewals and ongoing application services.</p> <p>Financial Management: Initiate and oversee the process of raising Purchase Authorisation Forms (PAFs) for IT application related purchase orders, ensuring adherence to the approved budget and procurement policies. Collaborate with the finance and accounts payable teams to facilitate the timely processing of PAFs and track the status of purchase orders until completion. Review and validate vendor invoices, ensuring accuracy and compliance with contractual agreements.</p> <p>Contractual SLA Management: Oversee and uphold internal Service Level Agreements (SLAs) for the organisation's key line of business applications. Collaborate with relevant teams and departments to define clear SLAs for application support services, including responsibilities, response times, resolution targets and system availability commitments. Regularly review SLA performance and hold meetings with stakeholders to address any deviations and implement corrective actions. Ensure that the organisation fulfils its contractual obligations to key client stakeholders and consistently delivers a high level of service and support.</p>
Experience, Knowledge, Skills and Qualifications	<p>Degree or equivalent level of experience or relevant training qualification or experience</p> <p>Experience leading and managing staff (8 or more).</p> <p>Proven experience (5+ years) in a related IT software applications role, with at least 2 years in a managerial or team lead capacity.</p> <p>Knowledge and/or experience of standard local authority operations and associated key line of business applications (e.g. HR & Payroll, Asset Management, Finance Management, Social Care, Education etc.) would be desirable.</p> <p>Commitment to personal and professional development.</p> <p>Knowledge and/or experience of software development principals and DBMS systems (e.g., SQL, Oracle) would be desirable.</p> <p>Knowledge of IT infrastructure and networking principals would be beneficial.</p> <p>Project management experience with a track record of delivering complex projects.</p> <p>Excellent leadership and communication skills with the ability to collaborate effectively with cross-functional teams and senior management.</p> <p>In-depth knowledge of application security principles, data privacy regulations, and industry best practices.</p> <p>Strong problem-solving and analytical abilities to address complex technical and business challenges.</p> <p>Previous experience in vendor management, contract negotiations and selecting third-party software solutions is a plus.</p> <p>Demonstrable experience scheduling, allocating resources and working within budget.</p>

	<p>Interpersonal and communication skills for working with a range of colleagues, stakeholders and partners; track record of building strong relationships internally and externally</p> <p>Full UK Driving Licence and ability to travel to customer sites on a regular basis (no more than 2 days a week).</p>
Corporate Standards	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt Equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).</p>