

JOB DESCRIPTION

Job Title: Business Applications Manager

Responsible to: IT Manager

Key Responsibilities:

1. Working as a key part of the IT team to ensure that IT is deployed efficiently within the business and in line with the organisation's IT Strategy
2. To provide subject expertise for the Northgate Housing management system and associated products, being the strategic driver for the product.
3. To build and manage the relationship with Northgate as a key supplier to the business.
4. Provide subject experience, implementation skills for Customer Relationship (CRM) and Electronic Document Management (EDM) solutions.
5. Assist the ICT service desk as necessary to provide first class support services to satisfy the needs of our customers. To progress any support calls and liaise with ICT staff and 3rd parties to ensure the prompt resolution of all requests in line with the Service/Operational Level Agreements
6. To ensure change control for all business applications and ensure thorough System/UAT testing prior to a full and controlled release
7. Develop and maintain strong working relationships with key customers at all levels to understand their business drivers and work with the systems analyst to understand requirements and deliver/promote technical solutions as appropriate.
8. Ensure all Project Changes are fully documented & colleagues trained prior to handover to the service desk function.

9. Deliver outputs set by the IT manager to acceptable time, quality and cost
10. To act as IT project lead for IT business application projects and implementations ensuring that all measures are taken for successful delivery.
11. Take responsibility for project budgets and for ensuring that expenditure and resources are tracked throughout and remain within project tolerance. To judge when to escalate project issues to the project sponsor.
12. To develop and maintain system documentation and procedures that includes:
 - Application Support Procedures
 - System and Technical Configuration Documentation
 - User Training for new systems
13. Provide technical expertise in the development of new and existing applications. This includes:
 - Assess the requirements of new workflows, and determine whether these are required
 - To liaise with suppliers on issues pertaining to routine and ad-hoc
 - Maintenance, technical support and development
 - To seek, understand, and translate business operational process needs into 'improvement specifications' for Housing Management Systems or new application development around Northgate.
 - Work with other members of the IT Applications Team to ensure that interfaces with other applications and third party products work.
 - Work with suppliers and customers to ensure that existing applications are optimised to meet business needs.
 - Work with suppliers and customers to implement new applications or new modules within existing applications

14. Identify suitable new and emerging technologies, develop business cases & coordinate proof of concepts
15. Provide support outside core hours for extended support during project implementations when required by the business.
16. To manage and develop data integrity and security standards for the systems, co-coordinating requests for access within agreed parameters.
17. To organise regular meetings with system users to maintain a working awareness of their service operations.
18. Manage and plan a schedule for the safe introduction of new releases/patches to meet service requirements.

General Responsibilities

- i. This job description is current at the date shown, but in consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. It is expected the post-holder will when required undertake other duties commensurate with the post and salary grading if required subject to any reasonable adjustments under the Disability Discrimination Act 1996.
- ii. Stafford and Rural Homes has defined standards of performance to meet external and internal customer requirements. All staff are expected as part of their day to day job role to meet and where possible exceed customer expectations of service.
- iii. Stafford and Rural homes each year sets out its corporate and service plans that detail projects and initiatives to achieve its objectives. All employees will contribute to these plans by their particular skills and attitudes. Staffs are encouraged to seek out new ways of improving services and working practices which can be implemented as part of our service operations.
- iv. Diversity, Respect and Equal Opportunities are key aspects of our Values. The company expects employees to work within the Company's Equal Opportunities Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care. All job holders need to work in a way that reflects the company's Values.
- v. The above duties may involve having access to information of a confidential nature that may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times in accordance with the company's policies. If you are unclear at any time, refer the matter to your manager.
- vi. The Health, safety and welfare of anyone working with Stafford & Rural Homes and those we work with are of vital importance to the company. Our Board approved a Health and Safety Policy and Statement and the structure of regular meetings will ensure the right resources and training are provided, that people understand their responsibilities for services and each other, and that high standards of health and safety are delivered, monitored and regularly reviewed.

PERSON SPECIFICATION

[illegible]

Specific skills	<ul style="list-style-type: none"> ■ Analytical approach and able to work effectively to solve problems. ■ Applying Oracle patches to live and test databases. Upgrade and configure Oracle databases via Enterprise Manager. ■ SQL queries within database and interrogation of data ■ A comprehensive knowledge of Technology and emerging Technologies ■ Capable and organized team player with excellent communication skills, who sharing ideas and best practice within the team and across the organization for the benefit of the business ■ Proactive approach to continuous improvement & innovation ■ Self -motivated and enthusiastic ■ Driving Licence 		AF AF and I AF and I AF and I
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Signed by Employee

Signed by Line Manager

Head of Service **date**

Director **date**