

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Applications Support Manager

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To manage and coach the Applications Support Team to ensure the Service meets its targets and agreed Service Level Agreements (SLA) and achieves excellent customer satisfaction.

Participate in and advise on new business applications from the procurement and development phase, through to the transition to live process onto effective on-going support, to ensure that the Council's DTI business systems are kept up to date and support the requirements of the Council & partners in the achievement of its strategic objectives.

## **Accountable to:**

The role is accountable to the Enterprise Applications Manager, responsible for the direct line management of Senior Applications Support Analysts, Functional Team Leader and Data Management Team Leader. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

## **Responsibilities:**

- 1 Manage, motivate and develop the Application Support Team to ensure that appropriate skills and expertise are deployed to support the achievement of the business needs and agreed priorities of the Council & partners. This will include responsibility for performance management, discipline and conduct, recruitment and selection.
- 2 Plan, lead, co-ordinate and oversee the daily operations and project related activity, ensuring the team meets the goals and objectives of the business and the wider DTI strategy; to include objective and target setting, for individuals, monitoring performance and addressing issues.
- 3 To maintain a high level of technical knowledge to support team members and be in a position to take decisive action on behalf of the service.
- 4 Liaise with other DTI teams, customers, Project managers and Stakeholders to ensure the ongoing support, implementation and development of IT systems and to ensure that the introduction of new and changed technologies into the support environment are seamlessly implemented and in a timely fashion.
- 5 Develop and agree operating procedures between this team, other teams in the DTI Service and other third parties in order to ensure that systems are appropriately documented, tested and quality assured whether developed within the Council, or procured from third-party suppliers.
- 6 Manage the adoption of and adherence to all agreed technical standards and ITIL procedures throughout the team such that the technical integrity of the IT environment is maintained effectively and to agreed standards..

- 7 Develop and maintain an appropriate understanding of the relevant hardware and software technologies in order to ensure that the technical issues are fully addressed in the implementation planning phase. Develop and agree operating handover standards between this team, other teams in IT Service and other third parties in order to ensure that systems are appropriately documented, tested and quality assured whether developed within the Council, or procured from third-party suppliers.
- 8 Monitor and manage budgets for the Team's projects and work packages in order to be accountable for the financial implications of the Team's workload. Provide forecasts for resource requirements by evaluating complex factors and setting strategic business plans where practicable.
- 9 Prepare written reports and complex technical diagrams and recommendations for staff, managers of all levels and steering groups or other bodies as required. Actively engage with the Project Sponsor/SRO and deliver clear and timely communications to all stakeholders in accordance with project governance requirements
- 10 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 11 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 12 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to lead, motivate and develop a team of skilled IT professionals. Ability to champion the cause of customer care and influence staff in absorbing it into the culture.	Essential	A, I
Demonstrate ability to set up systems for tracking work, prioritising, understanding SLAs, balancing competing demands and delivering within SLAs and meeting KPI.	Essential	A, I
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of information available, within pre-defined policy and operational frameworks, and with access to advice in the event of ambiguity. Careful attention to detail and ability to thoroughly check work for accuracy and quality standards.	Essential	A, I
Excellent interpersonal skills and substantial experience of client/user contact in a variety of situations. Negotiation and influencing skills to a high order. Excellent verbal and written communication skills, with both technical and user communities.	Essential	A, I
Strong project management skills, able to deliver on time, quality and budget.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
In depth knowledge and understanding of application support of large, complex and diverse business systems including social care systems.	Essential	A, I
Knowledge and understanding of relational databases, reporting tools and associated operating systems. In depth understanding of ICT concepts, practices, current technologies and trends. All round knowledge of capabilities of IT to meet business needs.	Essential	A, I
Understanding of corporate frameworks for financial and procurement processes.	Essential	A, I
Excellent knowledge of Office 365 applications	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an IT development and support environment, working with service management tools and incident management processes. Substantial involvement in the delivery of support to a wide and varied customer base using a range of IT environments.	Essential	A, I
Experience of managing a team in a support and development role.	Essential	A, I

Experience with Service Level Agreements (SLAs), incident response times, escalation procedures, and service delivery reporting with internal customers and third party providers.	Essential	A, I
Significant experience of project budgeting, resource management, income management and monitoring processes.	Essential	A, I
Experience of working with and developing customer relationships within a variety of customer groups including the staff and partners. Significant experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict.	Essential	A, I
Experience of planning, implementing and coordinating IT change, including technical and non-technical liaison, and handover of support.	Essential	A, I
Experience of analysing and solving complex process and systems problems and supporting others to develop this skill.	Essential	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Degree in Computer Science or Information Systems, or equivalent qualification, or proven relevant work experience.	Essential	A, I, D
Management qualification or proven management equivalent relevant experience	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Essential	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37 per week (Full Time)	<b>Primary work base:</b>	Remotely from home/One Angel Square
<b>Job family band:</b>	PS09	<b>Worker type:</b>	Flexible
<b>Salary range:</b>	£46,878 to £50,071	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	Yes		

### Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

