

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	ICT Application Manager
Job Family:	Middle Manager / Senior Professional
Service:	ICT
Location:	Town Hall
Reporting To:	Head of ICT

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To provide effective management, technical and professional skills and guidance to enable the service to support and develop applications. To deliver corporate projects to time, within budget and to a high standard.</p> <p>As a member of the council's management, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • Responsibility for the support and development of on premise/cloud hosted applications • Provide application support through analysing issues, problem solving, providing advice, maintaining data sets and implementing solutions. Escalate issues to vendor support when necessary. • Responsible for the management of the Application Technicians/Analysts and Digital/Web/Training Officers, ensuring they are high performing motivated teams. • Procuring, development and support of information systems; including the management of external vendors. • Ensure robust Disaster Recovery/Business continuity processes are in place including practical ICT implementation. • Contribute and support the delivery of the Council's ICT and Digital Strategy, providing resources as agreed and supporting project delivery streams.
Generic Duties	Management

- To communicate ownership of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.
- To champion and encourage corporate working as part of a one team Council approach
- To manage the implementation of key corporate and service projects, achieving agreed outcomes including delivery on time and within budget.
- To provide high quality and timely advice to all Members of the Council and relevant staff.
- To attend and contribute as required to meetings of the Council, including Committee meetings, working groups, and outside bodies.
- To promote and champion the positive interests of the Council and the borough.
- To inform senior management and when on leave, appropriate Chairmen of service issues and developments.
- To develop and maintain excellent internal and external working relationships to secure positive outcomes for the Council and the borough.

Professional

- Retain a professional qualification and membership and participate in learning that is required to perform the role effectively and in line with statutory requirements.
- Use technical and professional knowledge to help ensure council statutory obligations are adhered to through investigations, inspections and enforcements in accordance with relevant legislation, codes of practice and other regulatory instruments.

Staff Management

- To develop a highly engaged and high performing staff team ensuring that all staff are encouraged to realise their potential through their on-going learning and development
- To ensure effective implement and clear communication of the importance of compliance, training and development of health and safety regulations
- To create a positive working environment where staff are treated with dignity and respect and where equality of opportunities is promoted.

- To promote a culture of excellent customer service where the needs of customers are understood and responded to.
- To ensure that effective recruitment, induction and probation arrangements are in place to maximise the positive contribution of new appointments to the work of the Council.
- To ensure that all staff have the opportunity of regular team meetings and My Performance Conversations.
- To undertake the timely management of performance issues

Financial and Performance Management

- To establish and maintain effective arrangements for performance management, including service delivery plans, budget and performance monitoring and reporting, contract monitoring and My Performance Conversations.
- To exercise robust financial control over service, income and staffing budgets, ensuring that budget targets are met.
- To ensure that value for money is achieved, including looking at opportunities to increase income, reduce costs or explore alternative ways of delivering services.
- To ensure that there are effective systems in place to enable the efficient and resilient operation of the service. (Continuity planning)
- Risk Management, Health and Safety and Civil Emergencies
- To provide and implement a healthy and safe working environment, providing risk assessments, safe working method statements, training in all community & wellbeing service provision areas. To implement and promote relevant corporate policies.
- To assess the risks associated with the service and ensure that robust measures are in place to manage these risks effectively, including the risk of fraud.
- To develop continuity service plans for each of your services
- To have a key role in business continuity planning and participate in the Council's Civil Emergencies response, including out of hours' arrangements. To maintain the borough's people at risk register ensuring it is always available to the council within emergency response responsibilities

Continuous Professional Development

- To keep abreast of economic, legislative, political, social and technical developments impacting on the service and on local

	<p>government, keeping up-to-date with the latest thinking /direction within the service areas.</p> <ul style="list-style-type: none"> • To maintain professional development and attend corporate training as required.
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The key decision making areas in the role

Responsible for managing and delivering own work programme on a daily basis.

Responsible for taking a proactive approach in engaging with Service Managers and Heads of Service to progress agreed projects.

Responsible for escalating a Service Desk problem to a third party and follow-up escalation.

In conjunction with the ICT Management develop the strategic roadmap of infrastructure, network, operating system, applications and endpoint devices.

In conjunction with the ICT Management decide on how to ensure maximum availability of the computer network.

Customers and contacts

All staff, Service Managers, Heads of Services, Leadership Team, marketing related staff in other Councils, Elected Members, Customer Groups such as business customers.

Dimensions of the role

Financial	Non-financial
<ul style="list-style-type: none"> • Monitoring annual budgets and assisting with setting new year budgets • Management of budgets and highlight variance in spend 	<ul style="list-style-type: none"> • Support/Development of all on premise/hosted software applications (approximately 100) • Staff Management of Application Technicians/Analysts and Web/Digital/Training Officers (7 FTE members of staff) • Approx. 5,000 annual calls to the helpdesk from 350 customers • Technical environment of approximately 300 Thin Client, 130 servers, 50 iPads, 300 Mitel phones • Checking and evaluating work of others • Provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Degree in technology subject or equivalent professional experience.	E	X	
Current relevant management qualification (ITIL preferred)	D	X	
Project Management qualification such as Prince 2 Practitioner or Certified Scrum Master	D	X	
Knowledge and Experience			
Knowledge of multi-systems environment, that include Microsoft technologies, Document Management, CRM, GIS, Web and Council back office systems	E	X	X
Experience of deputising for a senior role.	E	X	X
Ability to approach technical issues with a broad view, to identify essential elements and to translate them into working solutions	E	X	X
Information Security Management and associated principles of governance, including PSN	E	X	X
Disaster Recovery/Business continuity principles and practical ICT implementation	E	X	X
Project management techniques with demonstrable experience of successful delivery to time, cost and quality	E	X	X
Staff management experience	D	X	X
Skills			
Excellent people management and leadership skills with an ability to motivate and develop staff	E	X	X
Ability to analyse problems and articulate potential solutions in a structured, logical and non-technical manner	E	X	X
Ability to work flexibly to suit the demands of the job	E	X	X
Effective communication both written and oral.	E	X	X
Ability to work on own initiative and take responsibility where required	E	X	X
Customer service focus specifically in an ICT environment	E	X	X
Excellent inter-personal skills, which are reliable in situations of challenge and conflict.	E	X	X
Aptitude to develop technical skills in ICT and to master new concepts quickly	E	X	X
Excellent problem solving and investigative skills	E	X	X

Additional Requirements			
Must be legally entitled to work in the UK	E	X	
Hold current car license and ability to drive	D	X	
Flexibility to work variable hours including occasional evenings and weekends	E	X	X