****

**JOB PROFILE:** Applications Team Leader

**RESPONSIBLE TO:** Head of IT & Digital

**RESPONSIBLE FOR:** IT Staff

**PURPOSE:** To support the Head of Service to provide software applications that are innovative and used to their full capacity with clear leadership and ownership throughout the business.

Team Leader to support effective leadership of the department with a particular focus on internal customers and our Residents. Ensure our Residents voices are heard through digital capability and applications.

Support the Head of Service in identifying and managing risks related to your area of the business and put in place appropriate controls to ensure those risks are effectively mitigated.

To work within the Company’s Equality and Diversity Policy, Health and Safety 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.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

**You will lead the Company into the digital era. This involves:**

* Support the Head of Service in promoting a positive IT and digital culture overseeing all software applications and responsible for the company’s digital inclusion agenda through effective use of applications
* Supporting the development of, the Company’s IT & Digital strategy, through continually reviewing current and future needs with users, keeping abreast of latest developments in technology, researching available software applications and making detailed recommendations
* Promoting the effective use of software applications across the Company
* Managing projects including the Companies internal Digital Strategy user group and external suppliers
* Provide oversight and recommendations on the effective use of applications such as our Housing Management System (Civica Cx), Customer Portal and App (PanConnect), Financial Management System (Open Accounts), Electronic Document Management System (Documotive), Asset Management System (Keystone) and all other applications across the company
* Provide ongoing recommendations and implement improvements on integrations between all applications across the company.
* Providing input and support to corporate projects as required
* Establishing, developing and maintaining effective internal communications with all staff to ensure an integrated contribution to Company objectives
* Ensuring that all software applications are used to their full potential and identifying any training needs

**You will run an effective IT & digital operational support function and ensure it is maintained. This involves:**

* Managing software applications that allow users to work efficiently, meet user requirements and providing the best possible value for money
* The installation, configuration and maintenance of applications
* Producing reports, procedures and user guides as required and maintaining IT and digital records
* Maintenance of an accurate register of IT and software assets
* Controlling expenditure in relation to specific software budgets
* Ordering supplies, ensuring they meet specification and are correctly invoiced
* Ensuring that adequate and up to date policies and procedures exist for all aspects of the Company’s applications to maintain security and to recover from disaster

**Leadership and Line management of an IT Analyst (Cx) and IT Apprentice, providing strong communication through appraisals, 121s and team meetings.**

* Ensuring that service standards are met
* Ensuring that procedures are followed
* Developing and implementing process changes to increase efficiency
* Monitoring and reporting team performance
* Ensuring the activities of the Company are carried out to the highest standards of integrity and professionalism
* Identifying training and development requirements of the team.
* Ensuring that the Company complies with legislation, including the Data Protection Act and Software copyright laws

**You will project manage the Company’s projects that relate to software applications using formal project management methodology. This includes:**

* Managing the procurement of appropriate hardware and software by organising and analysing tenders, making recommendations on selection to users and scrutinising preferred tenders and contract documentation
* Ensuring the successful implementation of all new software applications to budget and timescale
* Being responsible for control of all procurement within the budget in accordance with approved Financial Regulations
* Maintaining excellent working relationships with third party suppliers

**You will manage the activities and working conditions within the IT & Digital team. This includes:**

* Agreeing customer requirements
* Creating productive working relationships
* Ensuring that the Company’s Equal Opportunities Policy, Health and Safety Policy and Customer Service Policies are complied with throughout all IT activities

|  |
| --- |
| No job profile can cover every issue which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Head of IT & Digital. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………