

JOB DESCRIPTION

Job Title	Housing IT Applications Support Manager
Department	Housing and Social Investment
Section or Service	Housing Management – ICT
Grade	G

DESIGNATION:

Responsible to:	Senior Applications Manager
Employees directly supervised (if applicable):	A range of the following: Developers, Business Analysts, Trainer, Data Analyst, Systems Analysts, Project Manager, Technical Analysts.
Family Tree:	
Chief Executive Executive Director of Housing and SI Director of Housing Management Head of IT and Digital Senior Housing Applications Manager Housing IT Systems Support Manager	

1. Job Purpose

The post holder will:

- a. Be responsible for the performance of one of the core Housing IT systems, (MRi Housing One, MS D365 CRM, Totalmobile Connect, Asprey Asset).
- b. Support the following applications as secondary responsibility, supporting other Applications Support Managers.
- c. Coordinate the ongoing development of applications in line with business expectations, whilst building relationships with business managers and collaborating with users.
- d. Manage staff in the team, who develop, maintain, train and troubleshoot the applications.
- e. Manage risks and issues, communications, budgets and project prioritisation associated to applications.
- f. Manage contracts with suppliers and relationships with partners, to manage product development, integrations, security and product roadmaps.
- g. Continuously develop applications to support user needs, workforce efficiency and the optimisation of systems to support digitalisation.

2. Description of Duties

- a. Visibly manage and be the recognised owner of at least one of the applications, being responsible for the performance of the core application(s) in RBKC Housing, to include:
 - Application speed
 - Application availability (up-time)
 - Data integrity
 - Availability of core functions within the applications
- b. Manage staff within the structure assigned to application support, including analysts, trainers, developers and projects. Ensure these staff are fully managed with their work performance, clarity of tasks, and are provided support. Lead their training on how to use and maintain the applications. Lead on recruitment for vacant posts within the structure as direct reports.
- c. Manage requests and incidents relating to the applications. Ensure that Tech Hub (Freshservice) tickets are handled within the service level agreements, involving assigning tickets, handling tickets personally, chasing agents and presenting performance and analytical reports. Communicate incident information to relevant audiences. Conduct thorough root cause analysis (RCA) investigations and preparing RCA reports.
- d. Manage rules and actions associated to user accounts, including mapping permissions to appropriate licenses. Manage all processes for starters, leavers, movers, permissions, access and producing regular (monthly) reports for user accounts for reconciliation, audit and licencing purposes. Continuous develop licencing models to deliver best value.
- e. Own GDPR compliance for applications assigned and managed. Actively lead on GDPR measures, including security controls, system updates, supplier compliance with council security requirements, and maintain a routine dialogue with IT Information Security specialists (InfoSec) and GDPR business leads.

- f. Manage relevant contracts with suppliers and associated budgets (up to £1m). Chair regular client meetings and partnership meetings with other parties, owning the relationship and ensuring value for money, performance and compliance, monitoring and controlling purchase orders, invoices and schedules associated to the applications. Own the documentation to support strong clienting (risks logs, issue logs, meeting minutes, root cause analysis reports, etc.). Lead on the full lifecycle of contracts, including procurement, contract variation and formal notices. Develop these relationships to work beyond the formal mechanisms, to ensure smooth communication in resolving issues quickly.
- g. Build strong relationships with other departments and peers to share best practice and integrate applications with the wider organisation, working particularly closely with Corporate IT teams (networks, infrastructure, information security, technology adoption, end-user computing).
- h. Engage with peers in other councils with similar applications, influencing product roadmaps, demonstrating the organisation as an exemplar and keeping up with the wider landscape (horizon scanning). Actively engage in user groups to address system gaps and weaknesses, and campaign for system enhancements and modernisation.
- i. Manage the product roadmap and associated projects and actions, such as patch updates, upgrades, migrations, enhancements, security measures, plug-ins and integrations. Use recognised project management techniques to deliver projects successfully. Manage the prioritisation of development based on analysis of risk, compliance and performance, attending board meetings to recommend priorities and arbitrate between conflicting priorities.
- j. Define and document routine tasks associated to system maintenance and management, helping analysts by covering tasks if required. Manage the implementation of routine tasks and constant re-evaluate to refine operations.
- k. Manage the output from applications, such as communications to customers (letters, emails, sms), to ensure templates are correct and business rules correctly implemented.
- l. Lead on complex areas of application work, such as annual financial runs and emergency changes. Act as the technical authority for the applications, making decisions and providing necessary leadership in a technical capacity.
- m. Build relationships with business areas, at managerial and user level, understanding concerns, issues, presenting updates and jointly mapping out improvements. Develop working groups and support user journey and SWOT analysis.
- n. Deputise for the Senior Applications Manager, including attending meetings on their behalf.
- o. Be responsible for all documentation associated to the applications, ensuring these are structured, indexed and stored in appropriate shared environments (currently SharePoint).
- p. Coach and mentor staff to constantly build resilience, skills and capacity within the service, delegating tasks where appropriate.
- q. Provide business reports (ad-hoc and routine) to senior managers, the performance team and lead reports automation (PowerBI or other data warehouses).
- r. Demonstrate systems and reports to senior managers, auditors and other official bodies.
- s. Partner with training personnel (Housing ICT Trainer and RBKC Learning and Development team) to constant develop training packages including documents, e-learning and refreshing training, linking to issues identified with system usage.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Housing IT Applications Support Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to council policies in relation to equal opportunity, customer care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: relevant professional qualification or educated to degree level.
C	Skills; Experience and Attitude Essential: - Expert knowledge of at least one of housing applications (MRi Housing One, TM Connect, Asprey Asset or MS D365 CRM). - Experience in managing either MRi Housing One or Capita Open Housing in a housing context (or relevant experience in managing such tasks) - Knowledge of local government housing services - In-depth knowledge of application license models and user roles - Ability to manage product roadmaps and prioritisation of tasks/projects - Experience in writing high quality reports. - Ability and confidence to work at a fast pace - Detailed knowledge and understanding of data collection methodologies, analysis, principles and techniques.

	• Solid understanding of general application systems such as Office365, web browsers, modern devices (smartphones, laptops, desktops). • Knowledge of document management applications and their use. • Good analytical thinker and problem solver • Excellent customer focus, particularly with user experience and digital exclusion. • Excellent time management, proactive and self-motivated. • Excellent oral and written communication, including the ability to understand and communicate complex technical issues efficiently to non-technical staff. • Able to build relationships with suppliers, partners, colleagues and team members. • Design, plan, and execute work to time, cost, and quality targets. • Ability to work unsupervised • Able to contribute new ideas • High attention to detail • Exemplary can-do attitude, positivity and team building spirit.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.