

Job Profile: Head of Applications

Job Title: Head of Applications

Job Grade: Level 6 Zone 2

Salary Range: £72,636 - £88,257

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all

About the role

Working together with the Camden ICT Senior Leadership Team, to take lead responsibility for the provision of application maintenance, upgrade and support services either directly to users of the applications or to service delivery functions. To take lead responsibility for monitoring and reporting on the progress of software development projects and for the administration and support of the database software platforms in use within the Council.

Reporting to the Chief Information Officer this is a senior management role and part of the Camden ICT Senior Leadership Team. The Head of Applications will be the principal authority for developing application support and software policy and strategy within the Council, delegated from the CIO.

Managing a team of application support staff, developers and database administrators, responsibilities will include:

- Planning, implementing and reviewing application support service provision, to provide agreed levels of service to meet business requirements and seek to continually and proactively improve service delivery, including through improved use of applications and technology across the organisation.
- Working with senior managers and other colleagues in the ICT service and service departments to define a costed and prioritised programme of system upgrades, developments and enhancements which support the Council's objectives and strategic plans; and to monitor and report on its progress.
- Ensuring the provision and implementation of standards, procedures and documentation for database administration and support.

Example outcomes or objectives that this role will deliver

- The post holder will be expected to perform at SFIA Level 7, setting strategy and inspiring and mobilising all stakeholders.
 - Tasks will include but are not limited to:
 - Delivering an application support service that provides agreed levels of service to meet business requirements and continually improves service delivery
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- Working closely with managers and staff in services to define, justify (in business terms) and implement projects and initiatives to make best use of applications to deliver efficiencies and improvements to services and citizens.
 - Ensuring procedures, processes and tools are in place to enable the correct recording and progressing of requests for support in a timely manner and to review and implement new releases of applications software from systems development staff or software suppliers.
 - Where applications are provided by external suppliers, in conjunction with service user management, ensuring that contracts are managed to provide the service levels required, establishing problem resolution procedures and defining consequences of non-compliance.
 - Within a budgetary framework and with full accountability, taking management responsibility for the Applications function where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation and use of information systems.
 - Allocating resources to support the agreed programme of systems' support, development and maintenance and ensure that they are properly used and accounted for. Work with senior service and ICT stakeholders to secure their resources to support the programme.
 - Ensuring that application system projects take full account of existing systems and infrastructure and, where necessary, that they correctly interface with them.
 - Establishing and maintain agreed standards for application software, including putting in place mechanisms and procedures for structured review of work produced, and ensure that these standards are adhered to.
 - Taking technical responsibility for all aspects of application systems specification and design, ensuring compatibility with enterprise and solutions architectures.
 - Monitoring and account for IT expenditure in the Applications service assessing and taking remedial action where costs may exceed planned budget. Provide timely reports, ensuring that all financial targets can be met.
 - Overseeing the role of the database administrators, ensuring that the operation and configuration of Council databases are developed, delivered and supported using properly engineered IT services and products (including upgrades).

- Providing leadership in order that employees have clear expectations that are aligned with business goals; having employees who believe that they have the opportunity to contribute and realise their full potential at Camden.
- Effectively coaching and developing, and performance managing, staff.
- Through consultation, as appropriate with council departments, ensuring the technology strategy is well understood and viewed as leading Camden to the forefront of exploitation of technology within the sector.
- Initiating and exploring ways of improving current service to our customers, users and staff.
- Responsible for an applications register to check that there is no overlap or duplication in the use of applications.
- Creating and promoting a constructive dialogue with senior managers in order to align strategy so that the council achieves its business objectives.
- Taking full responsibility for budgeting, estimating, planning and objective setting for the work of the function, within agreed policies and establishing systems to monitor progress and take corrective action should this be needed.
- Identifying, championing, and providing delivery and technical assurance for digital and ICT projects.
- On the basis of both experience and foresight, setting up and maintaining a risk management programme. In the event of a crisis, minimising its effect and managing resolution so as to bring the situation to a satisfactory conclusion.
- Responsible for an applications register to identify shared cross cutting key assets across the organisation.
- Maintaining expert awareness of technology developments within the IT industry and across the sector.

About you

- Special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
- High level of management skills, with particular emphasis on technical design and implementation and interpersonal skills.
- Current and thorough understanding of developments in the application of technology and is able to lead, challenge and interpret advice from specialists – technical or otherwise.
- In-depth expertise in interpreting requirements into technology solutions.
- Strong communication, relationship building, negotiation and influencing skills.
- Proficient with relevant legislation pertaining to the Government/ Public Sector IT
- Proficient in the principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness.

- Excellent verbal and written communication skills, enabling the post holder to prepare and present recommendations to all levels of management.
- Expert in the application of automated systems to the support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together.

Technical knowledge and experience

Expertise in the following domains is required:

- Ideally educated to bachelor degree level, holding a relevant professional qualification and ideally has a postgraduate qualification such as an MSc, MBA, or other appropriate business, engineering, scientific or industry qualification, or equivalent work experience.
- Special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
- High level of management skills, with particular emphasis on technical design and implementation and interpersonal skills.
- Current and thorough understanding of developments in the application of ICT and is able to lead, challenge and interpret advice from specialists – technical or otherwise.
- In-depth expertise in interpreting requirements into technology solutions.
- Strong communication, relationship building, negotiation and influencing skills.
- Proficient with relevant legislation pertaining to the Government/ Public Sector IT e.g. Data Protection Act, Freedom of Information Act.
- Proficient in the principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness.
- Excellent verbal and written communication skills, enabling the post holder to prepare and present recommendations to all levels of management.
- Expert in the application of automated systems to the support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together.
- Expert in understanding the products and services supplied to the organisation by external suppliers. Examples: maintenance of ICT infrastructure, maintenance of ICT applications, internet connectivity services, system development, software products, security solutions.
- Expert in the use of software tools which automate or assist part of the development process.

- Proficient in applying the principles and practice of good, sustainable and efficient system design, including virtualisation, re-use/ sharing, and closed loop strategies, alongside standard industry design approaches, for example loose-coupling, high-cohesion, abstraction, layering, singularity of purpose, good interfaces/ APIs.
- Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Proficient in understanding the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an Operational Level Agreement (OLA) and an underpinning contract for the supply of services.
- Proficient in methods and techniques for managing contracts to ensure that suppliers adhere to agreed contract requirements.
- Contract and commercial management.
- Supplier management.

Work Environment:

- The post-holder will be required to deputise for the Chief Information Officer from time to time.
- The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

People Management Responsibilities:

- Line Management for a team of application support staff, developers and database administrators.
- Responsibility for a team of staff.

Relationships:

- Internal at all levels including executive, senior officer, officer and members.
- External, including local government, membership bodies and professional bodies.
- To represent ICT and the Council at national and international level.

- This post reports to the Chief Information Officer.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do

anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,