

Job Profile - Associate Application Analyst

Job Title: Associate Application Analyst

Job Grade: Level 2, Zone 2

Salary Range: £29,873 - £32,210

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. The role holder be involved in providing support for key customer facing systems/services. The Applications team work continually to ensure availability of systems for internal and external customers. We help resolve user requests in a timely manner, improve, develop, and keep systems secure.

About the role

The role of the Associate Applications Analyst is to provide prompt and effective support for the M3 (Planning, Land Charges, and Building control system), Exacom OS and Land Property Gazetteer (LPG) system. Manage the resolution of incidents and service requests in line with agreed service agreements, ensuring minimal disruption/ loss of service. The role will support project work and purchase ordering for the team.

The role supports key functions in the team and ultimately ensures back office staff have the tools to provide online services to Camden Citizens.

About you

The essential requirements of the role are detailed below;

1. Use the M3 system to change letter templates, application types, and fees. Create new user accounts with suitable permissions and disable accounts for leavers.
2. Monitor and action requests daily for M3 and Land and Property Gazetteer system.
3. Carry out daily system checks.
4. Support project work including UAT of software.
5. Assisting with the production of system documentation.
6. Prioritising own activities on a daily and weekly basis to ensure work is carried out in a timely manner and in accordance with agreed service standards.
7. Creating reports to user specifications for the management of the service.
8. Raising requests with the suppliers and chasing requests to resolution.
9. Creating and receipting purchase orders and logging expenditure.

Work Environment:

Hybrid: Office and home based

People Management Responsibilities:

n/a

Relationships:

- This post reports to the Applications Support Manager. Is supervised by Senior/Applications Analysts.
- Liaise with other IT teams, system users, and software suppliers.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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,