

Job Profile

Job Title: Senior Application Analyst

Job Grade: Level 4 Zone 2

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.

Camden Council are looking to invest in a talented Senior Applications Analyst who can demonstrate a balanced mix of technical and business skills with a passion to drive service improvement and enhance application and data integration.

Working in Finance Corporate Services means you will join a diverse and ambitious team helping to make the borough a better place for all. This role will be key in supporting services across the council including Finance, HR and Payroll.

About the role

The role of the Senior Applications Analyst is to provide techno-functional support for resolving application issues and documenting support processes and procedures for Finance, HR and Payroll applications and its modules; you will regularly be configuring, scripting and maintaining applications of a defined set of business applications using quality support methods and standards as well as testing any new software upgrades. You will also play an active role in undertaking project work as required.

The post holder will provide 2nd and 3rd line support and resolution of any operational issues.

This will be a challenging role as you will need to manage conflicting deadlines whilst working as a team to deliver a first-class user experience.

About you

To be successful in this role, you will have to meet the following criteria:

- You will have at least 2 years' experience in providing techno-functional support for HR, Payroll and Financial Systems including installing, configuring and testing business applications.
- You will have experience of providing 2nd and 3rd line technical support to demanding users.
- You will have experience of application management, environment management support, change management and its practical application in a large organisation.
- You will have experience in a system administrator role including support to professional users, and self-service managers and employees.
- You will have knowledge of HR and Finance Systems and integration with other Council/3rd party systems and government portal.

- You will have sound knowledge of Reporting, Business Intelligence including dealing with SQL and data base tool such as HDL and security surrounding within is an advantage but not essential.
- You will have knowledge of legislation relating to financial controls, payroll and associated systems and ability to interpret and implement legislative changes in a controlled environment.
- You will have an understanding of good IT practice and procedures in relation to the support of cloud solutions, networks, operating systems and upgrades.
- You will have ability to manage customer expectations and ensure effective communications with colleagues and customers.
- You will be familiar with system security standards and all relevant legislation that affects security within the defined scope of authority.

Work Environment:

Agile working where a mixture of home working and some travelling to the office will be required. (Subject to government guidelines and agreement with the line manager)

People Management Responsibilities:

The Senior Application Analyst will be required to supervise up to 4 staff as and when required. The post holder will be required to deputise for the Applications Support Manager or Programme Manager when required.

Relationships:

To be responsible for providing application support to a number of teams in Corporate Services, other departments and system end users. Also, liaise with 3rd party software suppliers and business partners.

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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.

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.