

APPLICATIONS MANAGER - PERSON SPECIFICATION

<i>What are we looking for?</i>	<i>What does this mean</i>	<i>How will we check you have it?</i>
Essential Experience	<ul style="list-style-type: none"> • Management of Dynamics 365 including administration, development and upgrades • Reviewing application use to expand the use of functionality to improve efficiency or service quality • Management of an applications support function • Team management, ideally of applications specialists 	Application form/ Interview
Desirable Experience	<ul style="list-style-type: none"> • Management of housing management systems, ideally Cx Housing • Management and development of a corporate reporting tool such as Business Objects or Reporting Services • Management of data quality and data improvement projects • Working within a project management framework 	Application form/ Test/Interview
Essential Technical Competences	<ul style="list-style-type: none"> • Microsoft Dynamics 365 administration and configuration • Housing Management System, CRM or equivalent core operational database system administration and configuration • Application interfacing (Financial, operational) administration and configuration 	Application form/Test/ Interview
Desirable Technical Competences	<ul style="list-style-type: none"> • Cx Housing administration and configuration • SQL scripting • Report production through reporting applications such as Business Objects, SSRS or Crystal Reports • Windows scripting or Powershell scripting 	Application form/Test/ Interview

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Core Competencies	Liaising and Networking: <ul style="list-style-type: none"> Proactively build links with others both inside and outside the organisation to exchange information, keep up to date and develop new ideas. 	Application form/ Interview
	Planning and organisation: <ul style="list-style-type: none"> Develops project plans involving others and prioritises work to ensure that key deadlines are met. 	Application form/ Interview
	Achieving results and quality focus: <ul style="list-style-type: none"> Demonstrates an understanding of what the organization is trying to achieve and gets results even in challenging or difficult situations. 	Application form/ Interview
	Communication: <ul style="list-style-type: none"> Ability to communicate with a diverse spectrum of users, clearly and concisely in written and verbal formats. 	Application form/Test/ Interview
	Customer Focus: <ul style="list-style-type: none"> Provides effective support to customers in response to their needs, managing expectations and continually seeking to improve the service 	Application form/ Interview
	Financial and Numeric Awareness: <ul style="list-style-type: none"> Ability to produce, use and understand statistic information. 	Application form/Test/ Interview
	Judgment and decision-making: <ul style="list-style-type: none"> Is able to take responsibility for difficult decisions, staying calm under pressure and consulting with others as appropriate to solve problems. 	Application form/ Interview
	Working with others: <ul style="list-style-type: none"> Ability to work with others effectively. Build good working relationships with team members and other colleagues within the organisation. Build a good relationship with third party suppliers. 	Application form/ Interview

What are we looking for?	What does this mean	How will we check you have it\?
	Managing change and innovation <ul style="list-style-type: none"> Recognising when change is needed, getting buy-in and communicating ideas for improvement, and seeing them through. 	Application form/ Interview
	Influencing and Negotiation <ul style="list-style-type: none"> Uses a range of styles and sound arguments to convince others demonstrating a clear point of view but negotiating when appropriate. 	Application form/ Interview
Management competencies	Leadership <ul style="list-style-type: none"> Able to motivate, involve and develop others both inside and outside formal structures 	Application form/ Interview
	Managing performance <ul style="list-style-type: none"> Establishes clear objectives and work standards and provides regular review and constructive feedback 	Application form/ Interview
	Business awareness and vision <ul style="list-style-type: none"> Is able to see the big picture and make a contribution to Newlon's vision and business plan for success 	Application form/ Interview