



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Applications Manager
<b>LOCATION:</b>	Hale Village, Tottenham, London N17
<b>SALARY:</b>	£68,878 per annum plus eligibility for performance related pay
<b>REPORTING TO:</b>	Assistant Director Information Systems

## MAIN OBJECTIVES

The Applications Manager is responsible for managing the support, development and improvement of Newlon's core business applications including reporting tools. The role also includes responsibility for data management and data improvement within the core business systems. The role covers the needs of all Group companies.

## SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Outcomes</u>	<u>Key Competence Areas</u>
1.	Play a leading role in implementing the business systems components of the Group IT Strategy that meet the needs of the members of the Newlon Group	<ul style="list-style-type: none"><li>• Business system components of the Strategy are planned, monitored and delivered to agreed timescales</li><li>• Sound and cost-effective business system improvements identified and piloted in line with the Strategy</li><li>• Business system needs of stakeholders and business met within constraints of Strategy and budget</li></ul>	<ul style="list-style-type: none"><li>• Achieving results and quality focus</li><li>• Communication</li><li>• Customer Focus</li><li>• Managing change and innovation</li><li>• Planning and organising</li><li>• Working with others</li><li>• Liaising and Networking</li><li>• Judgement and decision making</li><li>• Influencing and negotiation</li></ul>
2.	Provide a comprehensive support service for business systems used by all customers in the Group	<ul style="list-style-type: none"><li>• Support calls responded to and issues resolved within agreed SLA times and in line with Newlon Gold ethos and standards</li><li>• Customer service performance indicators and</li></ul>	<ul style="list-style-type: none"><li>• Achieving results and quality focus</li><li>• Communication</li><li>• Customer Focus</li></ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Outcomes</u></b>	<b><u>Key Competence Areas</u></b>
		satisfaction levels monitored and improvements implemented as required <ul style="list-style-type: none"> <li>• SLAs monitored and reviewed annually with key stakeholders</li> <li>• Effective and appropriate communication, especially during change or disruption</li> <li>• Departmental processes kept under review to ensure effective delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and organising</li> <li>• Working with others</li> <li>• Liaising and Networking</li> <li>• Judgement and decision making</li> </ul>
<b>3.</b>	Ensure all business systems are administered correctly, in line with vendor recommendations	<ul style="list-style-type: none"> <li>• Each business system is administered correctly to maintain its smooth operation</li> <li>• Administration tasks are kept current with improvements and changes</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Communication</li> <li>• Planning and Organising</li> <li>• Achieving results and quality focus</li> </ul>
<b>4.</b>	Provide a support and delivery service for Newlon's reporting needs through a mix of corporate reports and support for end-user reporting	<ul style="list-style-type: none"> <li>• Reports that meet the needs of the Group companies are created, maintained and supported</li> <li>• Ad-hoc reports required to meet business needs are provided</li> <li>• Business Objects Universes (of equivalent) are maintained, developed and supported to allow reports to be developed</li> <li>• Staff, including subsidiary company staff, are supported in developing individual reports including advice on data structures and data quality</li> </ul>	<ul style="list-style-type: none"> <li>• Achieving results and quality focus</li> <li>• Communication</li> <li>• Customer Focus</li> <li>• Managing change and innovation</li> <li>• Planning and organising</li> <li>• Working with others</li> <li>• Liaising and Networking</li> <li>• Judgement and decision making</li> </ul>

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<b>5.</b>	Manage and develop Newlon's data quality in its business systems	<ul style="list-style-type: none"> <li>• Data dictionaries for each business system are developed and maintained to ensure a full map of data is always available</li> <li>• Key data in each business system is monitored for quality through the development and maintenance of data quality reports</li> <li>• Data quality is improved through specific initiatives in co-operation with teams across the Group, including subsidiary companies</li> </ul>	<ul style="list-style-type: none"> <li>• Achieving results and quality focus</li> <li>• Managing change and innovation</li> <li>• Planning and organising</li> <li>• Working with others</li> <li>• Liaising and Networking</li> </ul>
<b>6.</b>	Provide IT and end-user documentation for Newlon's business systems	<ul style="list-style-type: none"> <li>• Comprehensive documentation for each business system is kept up to date</li> <li>• Guides to assist end users in normal system functions of each business system are kept up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Achieving results and quality focus</li> <li>• Communication</li> <li>• Customer Focus</li> <li>• Planning and organising</li> </ul>
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document			