

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Application Specialist – Enterprise Applications (Oracle Cloud)	Grade:	PO5
Reports to (Designation):	Applications Portfolio Manager – Enterprise Applications	Grade:	PO7
Directorate:	Corporate Resources	Section:	IT & Digital services

Main Purpose of the job:

As the Applications Specialist, your primary focus will be on steering the effective information storage, sharing, and publishing strategies across the Council. This pivotal role involves the development of policies and standards to ensure legislative compliance. Emphasising the significance of Oracle ERP and HCM, you will play a crucial role in planning and implementing system changes, overseeing medium-scale projects, and managing multiple applications within the portfolio. Your responsibilities extend to coordinating feeder system integrations into the Oracle Cloud within the PaaS solution. Collaborating closely with the IT Business Applications Process Manager, you will enhance and maintain team performance management.

Plan for effective information storage, sharing and publishing across the Council. Develop policy and standards that comply with legislation.

Contribute to development of IT security policy and standards. Provide advice and guidance to stakeholders on a range of IT issues.

Contribute to the development and testing of systems architecture across all Council directorates.

Contribute to the Council's IT continuity planning process.

Coordinate the identification and organisation of information systems which support critical business processes.

Responsible for management of medium scale projects.

Responsible for the management of multiple applications within the portfolio as required.

Work closely with the IT Business Applications Process Manager to improve and maintain performance management of the team.

Work closely with the Shared ICT Services to ensure Incident/Problem Management and be informed of Change control management.

Ensure SLA's are met for the Service Helpdesk.

Line management responsibility for a team of IT staff, including PES and development.

Management Roles & Expectations:

Team Leader

As a team leader you will:

1. **Adapt Service Delivery:** Flexibly adjust planned service delivery to cater to changing community and customer needs.
2. **Monitor and Review Outcomes:** Regularly assess service outcomes to ensure the effective delivery of personal and team objectives.
3. **Drive Continuous Improvement:** Foster continuous improvement in services through creative solutions, effective performance, and quality management.
4. **Strategic Planning:** Strategically plan, deploy, and coordinate human resources to meet evolving operational needs.
5. **Statutory and Organizational Compliance:** Ensure services meet statutory and organisational standards and regulations.
6. **Impact Recognition:** Recognize and understand the impact of your service on other functions.
7. **Application Management:** Demonstrate the ability to manage all applications within the assigned portfolio.

Summary of Responsibilities and Personal Duties:

A. Strategy and Architecture

1. **Information Storage and Sharing:** Plan effective information storage and sharing processes within the Council, emphasizing compliance with policies and legislation.
2. **Information Systems Design:** Design information systems, including classification, retrieval, and retention processes. Provide expert advice on information management to stakeholders.
3. **Policy Development:** Develop and review information management policies to ensure compliance with relevant legislation.
4. **Access Management:** Manage access to information requests and complaints according to established procedures.
5. **Security Policy Development:** Contribute to the development and review of the Council's security policy and standards. Conduct security risk assessments and provide detailed advice on managing identified risks.
6. **Information Assurance Strategies:** Advise service managers on information assurance strategies and contribute to developing local standards and guidelines in compliance with strategies and legislation.
7. **Knowledge Expansion:** Maintain and expand knowledge across various IT specialisms and applications, offering detailed advice to Council users.

8. Innovative Approaches: Identify and research new approaches to improve business processes and ensure compliance. Analyse current processes and recommend alternative solutions for enhanced performance.

B. Business change

1. Collaboration: Collaborate with program, project, application, and business leads to ensure adherence to the portfolio management approach and timetable. Recommend changes to the portfolio.
2. Project Management: Manage medium-scale projects from initiation to formal closure or implementation. Supervise consultants and contractors on IT projects and contracts.
3. Business Process Analysis: Analyse business processes and systems, determine business requirements, and recommend system improvements.
4. Acceptance Testing Oversight: Oversee acceptance testing, identify risks and problem areas, and report findings to service managers and stakeholders.
5. System Changes Implementation: Plan and implement system changes to minimise the impact on service delivery.
6. Stakeholder Engagement: Engage and liaise with stakeholders during all stages of business change.

C. Solutions development and implementation

1. Systems Development Plans: Produce systems development plans in consultation with service managers to maintain or improve business objectives.
2. Corporate Standards: Apply or recommend IT corporate standards.
3. Business Priority Setting: Facilitate scoping and business priority setting for large or complex changes. Lead requirements definition and discovery processes.
4. Standards Communication: Assess and communicate standards for system use and design.

D. Service management/Procurement management and support

Service management

1. Requirements Specification: Specify requirements, oversee small-scale procurement, upgrading, maintenance, and effective IT use.
2. Technical Management: Provide technical management of IT operations, ensuring service level agreements are met.
3. Maintenance Oversight: Schedule and supervise IT and system maintenance work across the Council.
4. Operational Procedures: Ensure operational procedures are fit for purpose and promptly identify and resolve problems and incidents to minimize the impact on service delivery.

5. Expenditure Monitoring: Monitor IT expenditure across the Council, identifying areas exceeding agreed limits.
6. SLA Negotiation: Negotiate service level agreements and service levels with customers, addressing problems with SLAs and improving service levels when necessary.
7. Standards Adherence: Ensure all developments and improvements adhere to local, professional, and corporate standards and system conventions.
8. Change Management: Undertake Change Management in conjunction with system or policy owners.

Procurement management and support

1. Product and Service Clarification: Clarify key product and service specifications, ensure suppliers are approved Council suppliers, and manage the tender, evaluation, and acquisition process where applicable.
2. Procurement Strategy Adherence: Implement and adhere to the procurement strategy, policy, and procedures throughout the process.
3. Supplier Communication: Act as the main point of contact between the Council and approved suppliers, managing day-to-day contracts, and ensuring performance monitoring and review.

Internal Contacts:

Executive Directors, Directors, Service Group Managers and other staff across the Council as appropriate

External Contacts:

3rd party suppliers currently working with Lewisham, other IT suppliers, Government departments, other Public Sector organisations

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the council's appraisal scheme and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Staff may be required to undertake work as directed from the range of portfolios contained in the Job Description, to meet business needs. There will be opportunities for staff to receive relevant training and support as appropriate to develop and enhance their knowledge and skills.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: Application Analyst	Grade PO2	No of posts 1
Title: Apprentice	Grade N/A	No of posts 1

Number of partially managed staff:

Title:	Grade	No of post
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PERSON SPECIFICATION

JOB TITLE: Application Specialist – Enterprise Applications (Oracle Cloud)

POST NO:

DEPARTMENT: IT & Digital Services

GRADE: PO5

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues **S**

Knowledge

Excellent knowledge of Oracle Cloud HCM modules including Core HR, Payroll, Absence Management, Time and Labor, ORC, BI Publisher **S**

Knowledge of change management processes, systems configuration and testing techniques **S**

Knowledge and understanding of Local Authority IT functions and requirements

Thorough knowledge of Local Authorities' legal responsibilities under all IT legislation, including Data Protection Act and Freedom of Information Act

Detailed knowledge of IT security legislation

Excellent knowledge and understanding of all IT disciplines **S**

Aptitude

Ability to operate with political sensitivity

Skills

Excellent written and verbal communication skills. Ability to communicate at all levels with clients, colleagues, partners and external organisations.

High level IT skills

Strong analytical skills, ability to interpret complex legislation and to resolve highly complex problems

Strong negotiation skills

Excellent project management skills

Staff management skills

Partnership working skills

Excellent report writing skills

Experience

Experience of leading on the technical management of Oracle Cloud HCM modules including Core HR, Payroll, Absence Management, Time and Labor, ORC, BIP Publisher **S**

Experience of maintaining and configuring Oracle Cloud HCM modules to meet business requirement and troubleshoot and fix issues **S**

Experience of using service desk systems to manage user queries through to resolution **S**

Experience of demonstrating innovative solutions to business/IT problems

Proven experience of establishing and maintaining excellent customer relationships

General Education

Relevant IT qualification, including PRINCE, Information Security, ITIL or ISEB

Personal Qualities

Strong team player

Circumstances

A CRB or enhanced CRB check may be required depending on the portfolio being undertaken

Physical

Good general health.

Able to attend meetings / site visits in locations both inside and outside of the borough.

Able to use computer, telephone, and read correspondence.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.