



**WOKINGHAM
BOROUGH COUNCIL**

Job Description

Job Reference:

710071

Job Title:	Applications Officer		
Service:	IMT	Team:	Applications Support
Location:	SMART Working		
Reports To:	Applications Support Team Leader		
Grade:	Type of position:	Hours per Week:	
8	12 Month Fixed Term Contract	37	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

Service Purpose

Customer Service and IMT (CS & IMT) leads for the Council in the provision of direct customer services and technology services, Council communications and community resilience. It delivers the primary contact point for customer access via face to face, telephone and website services.

The service provides core services and leads across the Council on customer services strategy and standards, information technology, disaster recovery and business continuity planning and strategic engagement with the public and the Council through quality communications.

General Description of the Job

- The purpose of this role is to promote, enable and support service delivery through the introduction and maintenance of key technologies. Required to undertake detailed analysis and diagnosis of application related issues to provide the best service to customers, including taking ownership for the relationship with 3rd party suppliers and liaison with customer.
- Good level of knowledge & understanding of the business need and technical infrastructure within the Local Authority, to enable a high standard of input into the development, shape and future design of the Council's ICT application estate.
- Provide Technical Support to Council employees using a variety of tools, whilst working closely with other members of IMT to help resolve issues quickly and efficiently. The role includes logging and resolving emails, phone calls and face to face liaison with the customer.

Organisation Chart



Main Accountabilities of the Post

1	Responsible for the maintenance and delivery of line of business applications, including leading on issue resolution, application upgrades and change with the need to proactively understand system or legislative change that will impact on usage
2	Required to deeply understand system functionality and potential opportunities, including researching best practice and working closely with customers/3rd Party Suppliers to capitalise on technical trends and improve business process
3	Proactively engage with internal customers to grow strong collaborative relationships so that vital business driven needs are identified, understood and analysed to support continuous improvement and development of applications
4	As an 'application' expert, work with colleagues in the IMT team to develop and regularly create, review and documentation in plain English that supports first time fix and promotes a Self-Serve approach to issue resolution for customers.
5	Provide support to the IT Service Desk by actively being part of the 1st line delivery team, to promote good customer service via the telephony and email channels
6	Fully understand and communicate the forward schedule of change for applications, taking ownership for reviewing application driven change, assessing technical requirements and identifying when change is required. Adhere to the council's change management processes including drafting of CAB submissions, customer liaison, updating documentation and participation in technical reviews as appropriate
7	Update, collaborate and develop Application Forward Schedule of Change
8	Apply technical skillset to assist the delivery of the IMT Service

Additional Corporate Responsibilities

1	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council

	to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
5	Special Factors: To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager
Scope	
Staff	Number of employees within overall span of control:
Financial	Budget directly controlled (excluding salary costs):
Resources:	Facilities, equipment or systems within overall span of control:
DBS Check Required:	No
Values Profile	
One Team	
<ul style="list-style-type: none"> • Demonstrates individual accountability and collective responsibility • Always acts in the best interests of the Council and the communities the Council serves • Takes a Council-wide and community view in decision making and activity • Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities • Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour • Demonstrates support and challenge to members, colleagues and partners 	
Value & Pride	
<ul style="list-style-type: none"> • Shows pride to work for the Council, to improve outcomes for the Borough and its residents • Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery • Is focused on outcomes rather than inputs • Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it 	

- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

Customer Service Excellence

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

Leadership & Management

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organization
- Promotes & builds the Council's reputation as a first class employer & service provider

- Proactively seeks feedback on own performance and how impacts on others

Finance & Value for Money

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

Political Engagement

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes themselves available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

Personal & Professional Development

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

Person Specification		
Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.		
Qualifications	Essential	Desirable
Degree in Computer Science or equivalent significant experience in delivery of the responsibilities described	Y	
IT professional qualifications	Y	
Technical Skills.	Essential	Desirable
Skills relevant to the ownership, management and development of specialist applications	Y	
High level ability to interpret and assess data and information to lead on issue resolution	Y	
Ability to communicate with the Council's customers at a consistently high standard	Y	
Persuasion, negotiating and facilitation skills	Y	
Excellent written and verbal communication skills, in particular focused on the production of IT documentation using Plain English	Y	
Ability to prioritise workloads, meet deadlines and assist the Applications Manager in overall queue management.	Y	
Undertake work independently, with the ability to delegate, prioritise and refocus as priorities change	Y	
Excellent written and presentational skills, including writing well-constructed documentation tailored to internal and external customer needs	Y	
Ability to lead on stakeholder management to gather business requirements, leading to the development of processes, documentation and better use of technology	Y	
Excellent IT skills including the ability to provide advice and guidance to customers	Y	

Knowledge	Essential	Desirable
Significant experience of issue resolution in a technical environment to support Service delivery	Y	
Experience	Essential	Desirable
Significant experience of working within an IT environment, dealing with the customers and 3 rd party suppliers in an efficient, prompt, friendly and helpful manner	Y	
Demonstrable experience of leading on application management, issue resolution and service requests	Y	
Experience of leading process improvement and development in relation to Service delivery, application best practice and change management	Y	
Significant experience of working in partnership and engaging with key stakeholders, both internally and externally	Y	
Experience of leading a team, including management of staff and individual priorities	Y	