

JOB DESCRIPTION

Job Title:	Lead Solutions Analyst
Directorate:	Technology – Business Systems
Reports To:	Head of Application Support & Development
Direct Reports:	3x Senior Solutions Analysts 1x Solutions Analyst
Overview of the role:	<p>The Lead Solutions Analyst is responsible for:</p> <p>To lead and manage the Solutions Team ensuring continuous improvement and the delivery of a first-class service.</p> <p>You will be a self-managing and highly experienced ICT professional with several years' experience of providing solutions to the business and administering enterprise applications systems.</p> <p>Your experience will encompass both the technical aspects and the business aspects of the applications. You will be highly customer focused, have strong management and problem-solving skills.</p> <p>This role will define, analyse, plan, forecast, measure, maintain and improve all aspects of the availability of services. Understanding how to control and manage service availability to meet the needs of the business in a cost-effective manner, including managing the capability, functionality, and sustainability of service components.</p> <p>You will help capture requirements for new applications and solutions and translate business needs into technical requirements.</p> <p>The role will promote the use of modern standards throughout looking to automate processes and systems wherever possible.</p> <p>Provide expertise in defining, designing, implementing, and managing the adoption and adherence to enterprise architecture technologies, strategies, processes and standards.</p>

Key Responsibilities	Key Tasks
People Management	<ul style="list-style-type: none"> To lead on projects directly affecting the Solutions team, applying an appropriate agile / project methodology and structure.

	<ul style="list-style-type: none"> • Promote and encourage organisational culture which reflects and embeds our People Values and encourages people to bring their best to work. • Ensure the effective supervision of the team including appraisals, one to ones, inductions, training and development. • Recruit, train, manage and supervise staff in accordance with the organisation's policies and procedures. • Manage resources to provide technical delivery of projects and enhancements within the agreed project timescales • Ensure all team members are supported, developed and coached to provide the best possible service • Develop and manage team project plans (based on business strategies) to ensure delivery of business critical applications are met. • Manage application improvements and enhancements to the systems. Apply necessary change management methodology to the work • Working with the other Team Leads, advise on technical application functionality. • Support colleagues to embrace change and be brave to try something new • Play an active hands-on role in supporting direct and other teams in problems solving, innovation, learning and be united in developing best in class solutions. • Manage team stand-ups and promote agile working methodology • Work with peers within the Information Directorate to deliver robust and reliable solutions and represent the team and organisation at meeting and events. • Share knowledge and influence design decisions • Work with the customers and stakeholders to develop their requirements. • Collaborate and build healthy relationships within the directorate, the wider group and external parties • Provide technical leadership and guidance through coaching and mentoring
Operational lead	<ul style="list-style-type: none"> • Lead on multiple projects directly impacting the Business Applications teams • Ensure delivery against service level agreements (SLAs). • Assist colleagues throughout the group to have a first class user experience in terms of both satisfaction and responsiveness of staff and systems. Manage application source code, knowledge base, support models and document repositories ensuring they are maintained and shared with support roles to enable and efficient handover to the service desk and prompt resolutions to issues. • Supporting critical business strategies by supporting the Head of Applications Support and Development in the planning,

	<p>implementation, development and support of the Platform Solutions portfolio.</p> <ul style="list-style-type: none"> • Manage and ensure optimal operation of the applications and databases. • Manage system configuration and ensure effective integration between the organisation's applications. • Develop and maintain management and operational reports as required. • Approve and administer user accounts, permissions, and access rights for Platform HG applications. This function may be delegated to the ICT Support function if appropriate. • Ensure the correct licences are in place for the operation of the applications. • Advise the Head of Applications Support Development about D365, Power Platform, database and application development software issues such as required upgrades, support period expiry and potential clashes between software. • Engage in 'early life support' plans to ensure roll-out issues are resolved effectively • Engage in 'acceptance into service' criteria and assist in the transition of the service into day-to-day live support • Utilise readily available technology to create, maintain and enhance solutions for Platform Housing Group. • Ensure delivery against service level agreements (SLAs). • Managing the development of system interfaces to ensure that data exchange to other in-house and external systems is achieved as required. • Manage resources to provide technical delivery within agreed periods. • Ensure all technical solutions conform to the agreed standard • Managing the implementation of new software releases. • Working with other team leads and Head of Applications Support and Development, ensure that an appropriate Disaster Recovery Plan exists for these systems and the plan is regularly tested as part of the organisation's Business Continuity Plan. • Advise on technical design specifications, required to convert functional requirements into a technical solutions. • Ensure the team comply with the data protection (GDPR), security, environment management, code control, testing and release management strategies. • Be a subject matter expert relating to the use of applications within the business. • Ensure the team comply with DevOps procedures and utilise appropriately for work load management, environment management, code control, testing and release management strategies. • Ensure user interfaces are intuitive and well designed.
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	<ul style="list-style-type: none"> • Work seamlessly with other Leads and Managers within the Information Directorate to ensure all co-operate in delivering a best in class service to internal and external customers • Working with the Cyber Security and Data Governance teams ensure the DevOps team maintain the security, confidentiality, and integrity of information systems through compliance with relevant legislation and regulations by designing, implementing and operating controls and management strategies to allow this. • Gather requirements and map into specifications and user stories
Financial Management	<ul style="list-style-type: none"> • Apply Value for Money principles to development practices. • Responsibility of the application environments, both infrastructure and licensing • Contribute to the procurement of ICT solutions in line with Platform HG value for money strategy. • Remain up to date with the relevant current and emerging licensing and pricing models for technologies employed by the Applications team. • Maintain relationships with users and suppliers to ensure best value is obtained from applications. • Assist the Head of Application with budget management and planning
Communication	<ul style="list-style-type: none"> • Timely and relevant communication with other Information & Technology teams, and key stakeholders, highlighting progress and risks. • Manage relationships with various technology and business communities and project stake holders • Managing and promoting relationships with key stakeholders including third party vendors. • Ensure scheduled and unscheduled outages are clearly communicated to users and management and regular updates keep the relevant teams informed • Ensure process adherence to CAB procedure prior to release of any new features or changes that affect the business • Support the Head of Applications Support and Development to provide reports and ad hoc compliance related communication and training updates. • To represent the Applications and Information Management teams and Group at external and internal meetings as required. • Maintain and monitor relationships with key service providers and advise where needed on procurement and renewal of contracts as appropriate • Establish relationships with various technology and business communities and project stake holders • Contribute and maintain specific support models, documentation, and knowledge bases.

	<ul style="list-style-type: none"> Promote the successes and capabilities of the team alongside peers providing assurance and enthusiasm to the rest of the group.
Innovation	<ul style="list-style-type: none"> Create and maintain automated interfaces and ETL processes for the import and export of data between internal and external systems. Ensure that these interfaces are secure. Manage and maintain established timetables for the organisation's electronic interfaces, ensuring effective interfaces are in place to identified external third parties, and other systems. Implement enhancements and upgrades to systems and application software as agreed by the Business Applications Manager. Exploit technology in a sensible way that provides real tangible benefits that demonstrate practical outcomes Lead and motivate the team to have a brave, innovative approach in identifying new and emerging technology supporting applicable use cases within the group. Be a subject matter expert relating to the use of applications within the business and the technical architecture consisting of all applications, systems and integrations. Advise on integration opportunities Analyse documentation and technical specifications of any new or modified applications under deployment to determine the intended functionality. Liaise with software suppliers for prompt correction of any user or system problems Update all change management documents, systems manuals, user guides, maintenance manuals, and training manuals to ITIL standards Contribute to pre-testing phase of implementation by evaluating proposals in order to identify potential problem areas Champion the development of applications and workflow processes to improve efficiency and enhance the customer experience.
Stakeholders	<ul style="list-style-type: none"> Provide second line support on all aspects of software applications and associated database servers within our potfolio. Undertake calls logged on the Service Desk through to successful completion. Ensure that Service Desk calls are redirected or escalated when required Maintain good day-to-day working relationships with users of solutions, including attendance at internal and external focus groups when required. Assist users in all aspects of training, testing and implementation connected with the introduction of new software applications. Liaise with software suppliers for prompt correction of any user or system problems Works closely with; <ul style="list-style-type: none"> Product owners and Business Change teams

	<ul style="list-style-type: none">▪ Business DevOps Team▪ Data Services Team▪ Service Operations
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The duties and responsibilities detailed above are not exhaustive and the post holder will be expected to undertake any other duties appropriate to the post as necessary or as directed.

Job Title

Qualifications	
A recognised Management and Leadership Qualification or equivalent experience	D
Experience of applications management preferably using MS Dynamics 365	D
A structured Project Management methodology such as Prince2 Practitioner or equivalent experience	D
Agile Project Management such as Scrum / DSDM or equivalent experience	D
Experience	
Possess knowledge of Relational Database Concepts, System Development Lifecycle (SDLC), Basic SQL Server Administration, MS Dynamics and ERP systems	E
Proven experience of managing large projects.	E
Minimum of five years experience of managing applications in a technical environment.	E
Extensive experience with core software applications, ideally including Capita Open Systems / D365	E D
Knowledge of Microsoft products	E
Knowledge of Progress and SQL databases	D
Knowledge of database design and file management	D
Knowledge of the Microsoft development stack, Logic Apps and Power Platforms.	D
Knowledge of Azure Cloud.	D
Personal Skills/Qualities/Knowledge	
Well developed analytical and evaluation skills.	E
Problem solving skills.	E
Ability to communicate effectively with all internal and external customers	E
Ability to prioritise tasks and work under pressure.	E
Proven skills in developing and maintaining software applications.	E
Ability to use appropriate systems tools to manipulate and interrogate database systems.	E
Proven staff management abilities.	D
Ability to work unsupervised and determine own workload priorities.	E
good influencing and project management skills	E
Maintains composure during challenging situations / projects / problems	E
Demonstrate commitment to equality and diversity, and the ability to work successfully with staff at all levels.	E
Good customer service skills.	E
Makes time for people and offers support where necessary.	E
Works with customers to develop solutions to their issues.	E
Sets personal goals and targets and strives to achieve them.	E
Identifies trends in issues or problems with systems/procedures and acts to solve them.	E
Takes full responsibility for issues in their service area.	E

Understands the Platform HG culture and strives to work effectively within that culture.	E
Takes a collaborative approach and drives cross-company working and co-operation.	E
Ability to manage multiple (some conflicting) work streams to ensure successful delivery of objectives. Agile and able to adapt	E
Other Requirements	
Ability to travel between Group offices and to other locations as required	D
Flexibility to work outside of core hours as necessary	E
Transport available at all times and holds a current driving licence.	D
On occasions it will be necessary to perform upgrades, modifications and other planned system-related activities outside of normal working hours to avoid or minimise disruption to system users. This may be remotely, or may require attendance on-site.	E

* E = Essential criteria / D = Desirable criteria