Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Application Services Delivery Manager
Job Reference	TBC
Service	Digital, Data and Technology (DDaT)
Team	<Insert 4th tier department/Team>
Location	Shute End
Reports to	Service Manager – Technology and Project Delivery
Responsible for	2 Direct reports + external specialists. Total service area headcount circa 15
Grade	11
Contract Type	Permanent
Hours	Full Time

Main Accountabilities	
1.	Responsible for leading the development, implementation and strategic direction of the Councils application estate Act as an enabler for continual improvement initiatives across application services.
2.	To manage teams of highly technical staff across a wide and complex technology landscape. To provide direction and leadership to the technical specialists so they work effectively with the other functions across DDaT and the wider Council.
3.	Act as the lead technical expert during all stages of system implementations and major improvement projects, ensuring the right resources are available when needed, keeping colleagues fully informed throughout, and ensuring all designs and solutions are appropriately documented. Overall responsibility for all application implementations, upgrades and integrations.

4.	Working closely with the wider project teams as well as stakeholders throughout the organisation to ensure all operational impacts and risks are understood and managed. Lead on application projects to ensure smooth delivery of change and upgrades. Working closely with other DDaT disciplines and Business Change where there is an interoperability.
5.	Working alongside Data and Technical specialists responsible for data integrity within the Council application estate, responsibilities include the migration and translation of data within applications.
6.	Provide expert advice and guidance to stakeholders across the organisation on all aspects of their application's lifecycle, influencing to ensure we get maximum value from the council's investment ensuring alignment to their business priorities.
7.	Accountable for maintaining an application roadmap, ensuring that projects are scoped and adequate funding is in place, by working with service to ensure bids are submitted in line with the Councils Annual MTFP process.
8.	Budget management of Capital budgets approved through the MTFP for project delivery and service improvement
9.	Contract and supplier management of application vendors, leading on procurement with support from procurement specialists to ensure applications are procured in line with the Councils constitution including taking procurements through Executive Member sign off.
10.	Accountable the production and maintenance of documentation for all the Council Applications
11.	Leading, motivating, and developing staff involved in line with delivery requirements, to achieve consistently high employee engagement and performance, including line and matrix management responsibilities where required.
12.	Contributing to strategy, performance and quality control, and service and financial planning for specialist areas. Ensuring that staff workplans align to the action plan set out in the Digital and Technology strategy action plan.
13.	Accountable for interfacing with other areas within DDaT and the wider Council, specifically Business Change, Digital and Data as required. Ensuring elements of complex projects are considered including data migration, government standards and compliance, adherence to security policies and accessibility standards.
14.	To undertake any other duties commensurate with the general levels of responsibility of the post.

Person Specification	Essential	Desirable
Education/Qualifications	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude)	Member of a relevant professional body or chartered institute.
		Relevant IT qualification or skills and experience (ITIL or similar).
Technical Skills	Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, Project & Visio).	Deployment tools, low-code, and built-in apps, PowerApps, basic scripting and RPA to improve operations
	Ability to evaluate and improve IT systems and processes	
	Deep and extensive technical experience and skills managing business applications lifecycle including server/ client/ database/SaaS/cloud, integrations and interfaces, incidents, changes, and problems.	
	Broad technical knowledge of IT technology, infrastructure, and security	
	Able to troubleshoot and resolve complex support issues on a major corporate system (or multiple smaller systems)	
Knowledge	Strong knowledge of major systems in use within the Local Government Sector	Familiar with API Integration technologies to integrate third-party APIs with existing systems.
	Highly developed knowledge of the sector specifically in the field of application management.	
	Proven ability in managing technical projects, technical teams, other managers and staff to achieve agreed outputs, within budget, including benefit realization.	
	Demonstrable ability to analyse and evaluate complex information from a range of sources in order to form judgements and make decisions.	
Experience	Effective communicator able to work well with stakeholders and suppliers, business aware and deliver written reports and documentation.	Experience of budget management
	Experience managing resources and processes in an IT team to deliver	

	application services, including supplier performance and stakeholder participation.	
	Application Development experience with implementing, developing, deploying, and maintaining custom applications	
	Experienced in collaborating effectively with a broad range of staff and other stakeholders, including senior managers.	
	Builds trust to foster collaboration. Able to manage supplier relationships	
	Able to run small projects putting together simple plans and reporting progress	
	Highly developed organisational skills	
	Good inter-personal skills with the ability to work with all stakeholders and influence to ensure the right technical direction is considered as part of strategic decision making. Stakeholders including Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs.	
	Contract management and procurement experience along with working collaboratively with partners to influence the achievement of successful outcomes.	

Purpose Details		
Service Purpose	The Digital, Data and Technology service is responsible for is responsible for the creation and delivery of the Councils Digital and Technology Strategy and fulfilling the digital ambition of the Council, including the adoption of technology to improve the customer experience. The Digital, Data and Technology service is made up of the following Service areas: - Operational IT and Project Delivery, responsible for the delivery of end user technology and application services along with delivery of all technical projects. - IT Infrastructure, responsible for security, maintenance and optimisation of the Councils server and network estate that underpins the technologies the Council uses.	

	- Digital Innovation, responsible for Digital delivery including development of the Councils CRM and inhouse developed applications. Responsible for identifying and implementation of digital tools specifically with regards to Artificial Intelligence and Automation. - Data Engineering and Science of the Councils data assets
Role Purpose	The Applications Services Delivery Manager leads the team of specialists delivering applications services used by the Council. The role supports the wider delivery of the DDaT technical improvement programme, acting as the technical lead for projects related to their specialism. Leading a team of specialist applications professionals to deliver services and supporting the applications in the portfolio. The role ensures continuous development and improvement of services and promotes and drives efficiency. Works closely with Application vendors to manage supplier performance and to ensure that every application has a roadmap with technical prerequisites understood across supporting teams within the IT service. Works with key stakeholders across the Council to ensure that applications align to strategic priorities across the Councils Directorates.

Supervision and Relationships	
Supervision Received	General guidance, post holder expected to be self-organising and responsible for their service area. Strategic guidance provided by Service Manager.
Supervision Given	Detailed supervision to direct reports and contract management of external suppliers.
Contacts	Internal relationship management with stakeholders at all levels including Service Directors and Heads of Service. Cross sector working with Local Authorities other public sector organisations for area of specialism. Work with suppliers who deliver application services to the Council

Resources/Budget Management
Circa 15 FTE, excluding external specialists Budget Management: - Circa £1m Capital Responsible for Councils IT applications and supporting toolset.

Special Requirements

Ability to travel to a variety of locations in borough, work special hours/shift pattern/weekends, attend evening meetings.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Smart Working

Role Involvement	Details
Working with Children	N

Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	N/A
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK ([Find out which DBS check is right for your employee - GOV.UK](#))

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	25/07/2025
Evaluated by:	Ben Straffon and Nargis Phagura