



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title: Head of Business Applications**

**Department/Division:** Data & Technology Services  
**Accountable to:** Director of Technology & Operations

Competency	Criteria	E/D
<b>Communication</b>	Expert communicator including proactive messaging and planning.	E
	Excellent interpersonal and communication skills with the ability to communicate with internal colleagues, collaborating institutes and external bodies.	E
	Excellent skills in communicating with staff, helping to clarify goals and activities and the links between these and Divisional strategy.	E
	Demonstrates strong customer service skills and a proven track record of maintaining an exceptional standard of customer service across a department / service.	E
<b>Teamwork &amp; Motivation</b>	Recognise, respect and reward the contribution and achievements of others, valuing difference.	E
	Role model enthusiasm and energy about their work and encourage others to do the same.	E
	To build a team to supply high-quality services to service lines aligned to business objectives.	E
<b>Planning &amp; Organising</b>	Experience of producing long term resource plans and work programmes.	E
	Demonstrates the ability to be flexible, respond positively to change, and work effectively under pressure and deal with conflicting priorities.	E
	To be able to manage several service improvement projects defining new processes and standards.	E



	<p>To manage complex maintenance projects focusing on efficient and effective planning and delivery, onboarding temporary staff resource where necessary.</p> <p>To maintain a maintenance roadmap with full resource planning.</p> <p>To manage project and maintenance budgets.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Liaison &amp; Networking</b>	<p>Actively contributes to the strategy and change programmes in the Division.</p> <p>Highly effective at stakeholder management developing networks of communication and influence for constant improvement of service.</p> <p>Ability to engage with all service lines, business led IT teams and service management teams to ensure a constructive approach to service delivery.</p> <p>Ability to manage vendors and third-party suppliers setting and monitoring against clear service levels.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Initiative &amp; Problem Solving</b>	<p>Actively contributes to the strategy and change programmes in the Division.</p> <p>Actively present options to resolve a critical issue or mitigate risks and experience of writing reports for executive stakeholders or direct line management.</p>	<p>E</p> <p>D</p>
<b>Leadership</b>	<p>Able to lead a technical team in the delivery of key business databases and applications.</p> <p>Able to set clear objectives and behavioural standards for team members and individual teams.</p> <p>Experienced in ensuring a consistent and supportive work environment that is highly productive whilst paying attention to wellbeing and staff morale.</p> <p>To develop staff to meet and exceed expectations with clear and measurable development goals.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Knowledge and Experience</b>	<p>Highly developed and up to date knowledge of leading and managing IT services within an organisation.</p> <p>Knowledge of managing vendors and third-party suppliers.</p> <p>Knowledge of monitoring and measuring performance of services including producing reports demonstrating achievement of critical success factors.</p>	<p>E</p> <p>E</p> <p>E</p>



	Knowledge of design, adoption and implementation of processes to deliver highly efficient services.	E
	Knowledge and experience of delivering continual service improvement and problem management.	E
	Knowledge and experience of partnering and stakeholder management.	E
	Knowledge of managing teams that deliver key business application and database services.	E
	Knowledge and experience of managing projects and 'business-as-usual' activities via standard platforms such as an ITSM or collaborative tools for effective prioritisation and demand management.	E
	Educated to degree standard or equivalent	D

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**