Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Head of Business Applications

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

Job Summary

Responsible for the support, maintenance and delivery of shared services for "Line of Business" and commercial off-the-shelf software to the rest of LSE.

The role will be accountable for delivering services including but not restricted to:-

- Management and optimisation of data and databases (DBA services)
- 3rd line support for COTS software
- 3rd line support for Line of Business Applications
- 3rd line support for Integration services

All members of the Data and Technology Services team will be driving the services to be delivered in a more optimised and utility fashion, freeing up internal resources to focus on adding value to the rest of the LSE. This role is no exception and will be expected to drive for a "shift left" approach through use of trusted third parties for utility activity.
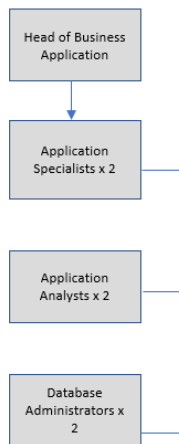
The role will set out the standards and services needed to support all COTS and Line of Business systems across the LSE including standardising the support and delivery of over 150 COTS Software products, covering everything from teaching software to high-end statistical analysis products.

The role will be part of the leadership of the division and help drive and deliver the changes needed, including significant work on managing through change and culture.

Structure of the team

Team Size; 7 including this post

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Head of Business
Application
        |
        v
Application
Specialists x 2
        |
Application
Analysts x 2
        |
Database
Administrators x
2
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Duties and Responsibilities

Leadership

- This role will form part of the wider leadership of the division and will play a full and collegiate role in the leadership of the Division.
- Lead and manage the Business Application Team.
- Assisting the Director of Technology Operations in building, supporting and investing in the Operations teams.
- Managing a team of technical experts and vendors to create a clear and cohesive response to Business Applications and COTS Software functions.
- Where appropriate deliver effective vendor management for all of COTS and LOB Software shared services components.
- Active forecasting, budgeting and financial management of operational budgets.

Operations

- Ensure all shared business application and database management services are maintained and monitored against agreed service standards.
- Provide 3rd line support functions for Database Administration and Business Applications.
- Provide subject matter expertise and guidance for major development projects where database administration and business application expertise is required.
- Design and develop appropriate business continuity arrangements working with partners and internal staff to agreed business continuity standards.
- Provide expert consultancy including developing business cases supporting pragmatic and contextual decision making.
- Source and manage appropriate third parties for the delivery of managed services.

- Where necessary, take on the duties of incident manager in the event of major or severe incidents. This will include ensuring technical resources are focused on resolving the issue and that communication with key stakeholders is effective, timely and accurate.
- Ensure all service line managers have an end to end view of services across all lines of support.
- Provide subject matter expertise on Business Applications services to the LSE including providing technical expertise for sourcing solutions and connection to the appropriate Business Led Technology.
- Ensure security and maintenance standards are maintained including patching standards and acting as the first line of defence on security operations on the database software and business applications.
- Run annual projects to ensure:
  - applications are up to date and managed
  - database software is up to date and within policy on versions
- On the out of hours rota be the Duty Manager as appropriate (named contact).
- Manage updated reference documentation such as schematics, technical guidelines, operational standards and details of IT assets.

Strategy
- Working with the Enterprise Architect and the Infrastructure Architect, set out the strategy and implementation plans including business cases for database management including long-term maintenance and upgrade plans.

Transparency and Measurement
- Working with others in the department and specifically the Service Manager, develop appropriate measures on performance and share this information with key stakeholders in a variety of consistent and reliable ways.
- Contribute to process optimisation and efficiency.
- Ensure organisational design and culture of the team supports the changing needs of the LSE.
- Manage and maintain the wellbeing of the team.

This role will have additional out of hour's duties such as Duty Manager and incident management in the event of a major incident.

This role will require coaching and supporting existing teams through a change process and help in changing the culture and approach of the department.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.
This role also carries a responsibility for ensuring that all of our services are built on the basis of diversity by design.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.