Job Description

Job Title:	Applications Manager
Directorate	Resources
Department:	IT & Data Team
Location:	Blaina, Blaenau Gwent
Reports to:	Head of IT and Data
Date JD Agreed:	June 2025

Job Purpose

To lead a team responsible for the development, support, maintenance and security of numerous applications to meet the business needs of Tai Calon Community Housing.

- does not change.

Values

Our Values that support our Vision, Mission, and Aims are **CALON**.

These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

C – **Creativity**: we want people to think differently, challenge processes where they can see improvement, and take risks.

A – **Authentic**: we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

L – **Learning**: we want people to understand the importance of learning as an ongoing approach to success in their roles.

O – **Ownership**: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – "**Not on your own**": we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- To lead the Applications Team, directing and line managing a team of Information Systems Analysts.

- To support core business applications, in particular NEC Housing and Advanced software's DRS.
- Alongside the Infrastructure and Support team, to oversee the proactive maintenance and support of the application stack (including fixes, patches and upgrades) of IT systems; to keep systems secure, maximise system efficiency and minimise system downtime.
- To support effective business change by building relationships with senior stakeholders and business partners.

Detailed Tasks

Application Support

- Manage the Applications team, ensuring all tasks are allocated correctly, work is produced to a high standard and all deadlines are met.
- Ensure that the Housing Management System (NEC Northgate) covering core functions such as rents, repairs and void management is maintained and operating correctly.
- Ensure that the repairs scheduling and planning system (Advanced Software's Dynamic Resource Scheduler) is maintained and operating correctly.
- Identify and resolve application-related issues.
- Manage and supervise the performance of business applications.
- Review documentation produced by the applications team on developments, enhancements and changes. Ensuring it is of high quality and sufficient detail.

Application development

- Implement new software, enhancements to existing software or integration between systems in line with the business requirements. This will predominantly be for the NEC Housing and DRS applications but will include others.
- Lead on the implementation of new Housing Management System modules across the business. Ensuring user understanding, correct configuration and on-going support.
- Liaise with and direct external consultants and contractors when on site or working remotely.
- Participate in improvement projects through scoping, user groups, feasibility studies, business case development, system process mapping and project management.

Management Information and Data warehousing

- Maintain the NEC Data warehouse, ensuring data is timely, available and accurate when both loaded and extracted

- Working with the Data governance team, maintain and develop a suite of business intelligence reports and dashboards in line with customer requirements. This will involve reporting via Business Objects, SQL and Power BI.
- Produce ad hoc management information reports as required.

User Support

- Ensure that support tickets raised by users via the Helpdesk are managed and completed to the required timescales and standards.

Key working Relationships

Establishing excellent working relationships at all levels of the organisation. Key Relationships:

- Infrastructure Team
- Data Governance Team
- Business Improvement Team
- Operational Teams
- External consultants and service providers

Responsibilities for Resources

The postholder will have directly responsibility for:
4 x Application systems Analysts

Work Environment

- This post is a hybrid post. There is an expectation that the postholder will be able to attend the Head Office at Solis One regularly for events and meetings, however will be able to work remotely at other times.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy
- To promote and continually work to Tai Calon's Values
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested,

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Applications Manager	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Educated to level 6 (Degree Level) National Qualification Framework for England, Wales and Northern Ireland or with similar transferrable qualifications/experience	✓		
	✓	Qualification in ITIL or working towards one.	✓		
		2. KNOWLEDGE			
✓		A problem solver and critical thinker			
✓		A very good understanding of NEC Housing Management System or similar application.	✓		
✓		A very good understanding Advanced Software's Dynamic Resource Scheduler System or similar Housing Management System.	✓		
✓		A good understanding of SQL.		✓	
	✓	Working knowledge of business intelligence methodologies	✓	✓	
✓		Sound knowledge of data management	✓	✓	
✓		Knowledge of databases (eg. SQL, Oracle)			
✓		Familiarity with scripting and programming			
	✓	Knowledge of the social housing sector in Wales		✓	
		3. EXPERIENCE			
✓		Significant Experience of developing / improving NEC Housing Management system	✓		
✓		Significant Experience of developing / improving Advanced Software's Dynamic Resource Scheduler System	✓		
	✓	Experience of reviewing / improving business processes		✓	
	✓	Experience in data preparation and data warehousing projects	✓	✓	
✓		Experience of data governance principles, data privacy and data protection regulations including GDPR	✓	✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Applications Manager	Application Form	Interview	Practical
	✓	Experience of leading high performing teams	✓	✓	
✓		Experience of working with or managing project teams	✓	✓	
	✓	Experience of integrating various data sources utilising SQL, Oracle, SharePoint or traditional Excel workbooks to create data models	✓		
	✓	Knowledge of APIs, and application and system integration.		✓	
		4. SKILLS			
✓		Team leadership skills, able to lead a team effectively including allocating resources, monitoring progress ensuring work is produced to time and quality and coaching and motivating team members.			
✓		Advanced communication and collaboration skills, with the ability to work effectively with cross functional teams	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines or own work and that of others	✓	✓	
✓		Advanced analytical and problem-solving abilities	✓	✓	
✓		Advanced attention to detail and a commitment to data accuracy	✓	✓	
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Customer focused	✓	✓	
✓		Demonstrates integrity and support for organisational values (CALON)	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Applications Manager	Application Form	Interview	Practical
✓		Open to change and demonstrate a positive, solution focuses attitude		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible, willingness to work outside of normal working hours		✓	
		6. Other			
		Will need to travel as part of the job, in a timely manner			
		Requires Disclosure & Barring Service (DBS) check			