

# Corporate Applications Manager



<b>Team</b>	Information Technology
<b>Salary</b>	Up to £50,000 per annum
<b>You will report to:</b>	Head of Technology
<b>You will manage:</b>	Systems Manager x 4 & Systems Officer x 2

The Corporate Applications Manager is responsible for leading on support, development, and effective use of all planned and operational ICT applications used across Stockport Homes Group (SHG).

Leading a team made of multiple System Managers and System Officers, this role is key to ensuring the applications across SHG are effective, reliable, well supported and deliver value for money.

The post holder's responsibilities include co-ordinating the agreed development and maintenance of the technical infrastructure that the business applications run upon, leading on ITIL service elements that affect these applications, negotiating and liaising with delivery partners ensuring application availability meet agreed service levels and ensuring the applications are cyber security compliant.

The Corporate Applications Manager will be a technology professional with excellent people skills to further develop relationships through the team and the wider business.

## Your responsibilities will include:

- ✓ Managing the Systems Team to deliver on-going maintenance, enhancements and upgrades to all ICT operational information systems that support services across SHG whilst maintaining high levels of customer satisfaction with all aspects of the service.
- ✓ Controlling user access and data security controls within the data warehouse using roles-based access and applying data masking where required
- ✓ Acting as an operational lead for Technology on large-scale software implementation projects including development of SHG's housing management system.
- ✓ Ensuring system capacity and availability meets the needs of the service users and identify appropriate actions for any shortfall.
- ✓ Leading on the technical evaluation and impact of changes to applications and infrastructure, working with colleagues, suppliers and service partners as necessary.
- ✓ Planning, delivering and leading the technical hardware upgrades and connectivity across the network, working with colleagues, suppliers and service partners as appropriate to ensure successful outcomes.
- ✓ Coordinating and delivering proactive guidance on the timing and impact of system upgrades and enhancements, ensuring service availability is maintained at agreed levels.
- ✓ Achieving and maintaining Cyber Essentials Plus certification through robust IT security policies, security architecture, access controls, vulnerability management, and other areas of focus
- ✓ Working closely with representatives from Data and Digital Services to ensure business systems are configured appropriately for accessibility, security and availability.
- ✓ Ensuring all service operation activities relating to application uses by end users are delivered within agreed service standards. This could involve occasional periods of working outside normal working hours to deliver agreed outcomes.
- ✓ Developing relationships within the team and the wider organisation to build strong connections to assist with continuous improvement to the systems and service area.
- ✓ Undertaking occasional duties on behalf of the Head of Technology as necessary.

# Corporate Applications Manager



## About you:

- ✓ Technology related degree or equivalent professional experience.
- ✓ Experience in leading a customer-facing ICT service and acting as an operational lead for ICT in large-scale projects.
- ✓ Excellent communication skills and the ability to build excellent relationships across multiple business areas.
- ✓ Experience in implementing and developing core business systems.
- ✓ Experience working with vendor support teams to manage Data Warehouse licenses, hardware or database upgrades, maintenance requirements, and patches.
- ✓ Familiar with Housing Management systems, processes and technologies.
- ✓ Strong knowledge of SQL and Cloud technologies
- ✓ Minimum 3 years experience of managing a team with various skills and disciplines.
- ✓ An ability to work to timescales and budget throughout project management.
- ✓ Experience developing and implementing cybersecurity policies, and procedures for corporate applications.
- ✓ A desire to continuously improve service delivery and ambition for self-development.
- ✓ An ability to take responsibility and look for continued system improvements.
- ✓ Continuously seeks opportunities to develop themselves and their team.
- ✓ The ability to develop and maintain strong relationships with colleagues and suppliers.
- ✓ The ability to communicate effectively for technical and non-technical audiences.
- ✓ Be highly organised and proactive in planning ahead.

## What we offer:

### Pension

Access to a Social Housing Pension Scheme (SHPS).

### Annual Leave

28 days, increasing to 31 days after 5 years' service.

### Health Cash Plan

Claim back a proportion of your everyday healthcare and medical expenses.

### Retail Discounts

Access to discounts providing savings on food and shopping.

### Flexible Working

Flexible/Hybrid working, to ensure a healthy work life balance.

### Work Pattern

Full Time  
37 Hours

## Core Values

### Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.

### Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.

### Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.

### Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.

### Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.

### Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.



INVESTORS  
IN PEOPLE

Platinum  
Until 2025



Health &  
Wellbeing  
Award

