##### JOB DESCRIPTION

**JOB TITLE: Business Systems Application Project Manager**

**RESPONSIBLE TO: Business Systems Manager (Technical)**

**ACCOUNTABLE TO: Head of Business Systems**

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## JOB SUMMARY

The post holder’s primary role is to drive forward the development of the Company’s business systems ranging from maintaining legacy systems, introducing automation or new systems and project managing aspects of the delivery of the system development work, under the direction of the Business Systems Manager.

The post holder will be someone with well-developed problem solving skills and will also have strong analytical skills, including the ability to interpret business requirements and translate them into application and operational requirements. They will be expected to be a passionate advocate of the division’s business systems, helping secure user buy-in for new system developments.

As the role will be dealing with complex and wide ranging requirements, liaising with a variety of stakeholders in the Company, the post holder is expected to have strong interpersonal skills which will include well developed verbal and written communication skills, able to collaborate and work well with others, conflict management and resolution skills and resilient when working to challenging projects, priorities and deadlines.

The post holder will deal with a wide variety of circumstances and issues using their skills and experience, be familiar with and contribute to the broader business development and expansion of the Company and respond to new and changing requirements as the working environment develops. This must be recognised as an integral part of the job.

### Key Responsibilities

* Project management of the delivery of system development work including leading on sub project tasks. This will include project planning, identifying risks, dealing with project issues, project progress reporting and writing project communications.
* Communicates and collaborates with internal senior users and external suppliers to identify, capture and analyse information needs and functional requirements.
* Prepares proposals for system solutions, including liaising with senior managers and obtaining their buy-in to decisions.
* Support, maintenance and development of legacy systems and provide support for their eventual replacement or introduction of further automation or new functionality.
* Development, support and administration of interface solutions between systems.
* Coordinates and organises the testing of systems as part of upgrading and developing new applications, including writing test scripts, coordinating testing effort, maintenance of an issue log, liaison with users of the system on testing activities and problems, testing and reconciling interfaces between systems.
* Assists in the delivery of support and training to staff in the use of the systems including delivering training to individuals and groups in a classroom or virtual environment when rolling out new systems.
* Produces quality written procedures, user guides and manuals to support the operation and maintenance of the systems.
* Works with system suppliers including working with consultants and liaising with the system supplier’s customers support service especially for application problem resolution.
* Provides third line application (troubleshooting) support in the operation and maintenance of the business systems in the Company. This problem investigation, liaison with suppliers and resolution.
* Extraction, formatting and analysis of complex datasets from systems using various reporting tools (including Excel, SQL Management Studio, BI tools).
* Develops system solutions and reporting for use across the business using a variety of tools (including Excel, SQL, BI software, VBA, application supplier’s software).
* Complies with the Company Appraisal system and attend an appraisal every year and at least quarterly updates.
* Ensure mandatory training requirements are met.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

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| **Supplementary Information - Business Systems Application Project Manager** |

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| **Location:** | Colchester |
| **Hours:** | 37.5 |
| **Length of Contract:** | Permanent |
| **Leave:** | 25 days plus 8 public holidays |
| **Pension:** | Company |
| **Car Parking:** | Available on site free of charge |
| **Employee Assistance Programme:** | Available free of charge 24 hours a day, 7 days a week |

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| **PERSON SPECIFICATION – Business Systems Application Project Manager** | | |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Education to ‘A’ level or equivalent | * Educated to further education or a degree level. * Professional qualification * Driving license |
| Experience | * Significant experience in supporting a variety of business systems in large organisations * Experience in working on business system projects including working on a project team * Gathering business requirements, understanding processes and workflows plus articulating system or functional requirements * Testing business systems including writing test plans and scripts * Data migration and data cleansing * Developing or maintaining data interfaces between business systems | * Commercial sector experience * Project management experience * Experience in using social care IT and business systems * Experience in supporting HR and finance processes * Service desk processes and systems |
| Technical Skills | * High level of IT acumen including knowledge of IT databases and infrastructure * Microsoft Office * Advanced Excel skills * Data modelling and management information report writing * Analytical and problem solving skills * Experience of delivering support and training to end users in the use of business systems * Production of end users, user training and technical documentation * Evidence of continuing professional development | * Experience of using the ERP business systems such as SAP, Oracle, Unit4, Workday * SQL skills * Microsoft VBA skills * Reporting writing skills including experience of using BI and report writing tools. |
| Personal Qualities | * Strong interpersonal skills * Well developed verbal and written communication skills * Calm and professional demeanor * Team player, able to collaborate and work well with others * Conflict management and resolution skills * Logical and systematic in their approach to work tasks * Requires minimal supervision and works on own initiative * Organisational skills to be used in planning own work * Resilient when working on challenging projects, priorities or deadlines * Self-motivated and enthusiastic approach to work * Focused on delivering timely results and achieving customer satisfaction |  |