

# Senior Service and Application Owner

| Service                      | Reporting to            | Location             | Grade |
|------------------------------|-------------------------|----------------------|-------|
| Digital, Data and Technology | Portfolio Lead – People | Swinton Civic Centre | 4B    |

## About the role

- To support the City Council and other customers to achieve their overall objectives by the provision of ICT advice and support.
- Defines systems development projects which support the organisation's objectives and plans.
- Selects, adopts and adapts appropriate system development methods, tool and techniques.
- Implementing recommendations and assesses and manages associated risks.
- Ensures that the system design balances functional and non-functional requirements.
- Leads the development of system design policies and selection of architecture components.
- Proactively implement improvements and efficiencies to existing services.
- Leads the impact analysis on design options.
- Carrying out an independent review of a set of requirements and providing an appropriate solution.
- Working in an agile way to create prototype solutions to ensure it is in line with business requirements.
- Leads on the designs, codes, verifies and tests documents, amends and refactors complex programs, scripts and integration.
- Leads reviews of own work and leads reviews of colleagues' work.
- Designing agreed standards and tools, to achieve well-engineered outcomes.
- The architecture, design and development of reliable real time software, operating systems, tools and embedded systems.
- Designs and develops real-time/embedded software architectures in order to exploit new technologies or new uses for existing technologies.
- Engage, mentor, support and motivate staff in their development and integration into the positive values and culture
- To configure and customise the application in alignment with Business Needs and Best Practice
- To design, implement and maintain the modules, solutions and features of the Application Product suite; including architecture, applications, fiscal, regulatory and legislative updates.
- Lead with the implementation of a technical project/work package through the full development lifecycle
- To maintain the modules and features of the application product suite

- To lead with the full testing lifecycle of a technical solution to an agreed level of quality and performance
- To support the end user community and subject matter experts
- To deliver end user training/ knowledge transfer
- Ability to manage projects in an agile manner
- To use Business Analysis skills to understand the User Requirements and design appropriate solutions
- Develop and apply specific domain knowledge

## Key outcomes

---

- Challenging preconceptions of what solutions should be.
- Collaborates in reviews of work with others as appropriate.
- Maintain awareness of industry standards and developments.
- Ensures the Organisation derives maximum value from the Application
- Leads on the delivery of components of the Application software systems.
- Strong Advocate and Expert of the Application
- Ensures the delivery and Provision of High quality, robust solutions
- Support the Delivery Manager to deliver business cases and communicate with appropriate Stakeholders
- Deliver user Focused systems and Processes
- Design and deliver the full testing lifecycle ensuring compliance

## What we need from you

---

- Understanding of database design skills-Database development skills
- Understanding application design skills-Application development skills
- Knowledge of business needs
- Master data management
- Logical and creative thinking
- Integration skills
- Analytical and problem solving skills
- Awareness of legislative, statutory and information governance
- An understanding of system architecture
- Knowledge of accessibility standards
- Awareness of cyber security
- Review testing lifecycle requirements, specifications and define test conditions
- Ability to communicate complex findings, intelligence and outcomes to a range of stakeholders both verbally and in digital formats
- Values based: models and demonstrates our values and leadership behaviors

- Business analysis and process design
- Programme and Project Management skills
- Carrying out research and development and finding practical applications
- Knowledge of ICT procedures and policies
- Experience of using scripting, programming and coding languages where appropriate
- Knowledge and Experience of 3rd Party software integration with Applications and Technical Requirements
- Possess technical configuration experience to amend Application software for legal requirements or as required by the Service Owner
- Experience of delivering software solutions
- Able to Evaluate the business requirements and produce a technical business model achieved via the application software
- Able to Document and translate information and insights as appropriate to the Business

## What we can offer you

---

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

### Tailored Development

Gain role specific skills and certifications using our Microsoft Enterprise Skills Initiative subscription which is open to all Salford Employees free of charge.

#HappytoTalkFlexible



Salford City Council

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

---

**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

---

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council