



OPPORTUNITY

Head of Enterprise Applications

Reference: 0355-23
Grade: 10
Salary: £54,421 to £63,059 per annum, depending on experience
Contract Type: Permanent
Basis: Full Time

Job description

Job Purpose:

This role will lead a team of application and database specialists with responsibility for the systems administration and management of key enterprise applications.

Main duties and responsibilities

Active summary

- Oversee the management, maintenance and development of Enterprise applications and their databases at the University
- Oversee database optimisation and migration tasks when needed
- Evaluate the effectiveness of existing applications and integrations and develop an enterprise applications workplan to improve, upgrade or replace them as needed.
- Provide technical guidance and support to the Digital services team and other departments as needed.
- Line management of members of staff within the Enterprise Applications team, providing training as required and being the point of escalation and decision making for the members of that team.
- Ensure compliance with industry standards and regulations related to application and database management.
- Identify and mitigate risks associated with application and database systems.
- Manage a team budget comprising of pay elements and sizeable contracts across multiple system vendors
- Contract manage major systems contracts encompassing on premise, SaaS and cloud hosted applications
- Manage the relationship with development partner organisations, regularly assessing their performance and value, bringing in other providers when needed.
- Lead the production and review of development specifications both for large strategic projects and smaller discreet development packages.
- Collaborate with other digital leaders and stakeholders to ensure that application and database systems meet organisational needs.
- Stay current with emerging trends, standards and technologies both within the HE sector and more generally in the technology marketplace.
- Engagement with senior staff in the academic colleges and professional services departments to ensure that their requirements are considered and acted upon as required. In particular developing excellent working relationships with College Directors of Operations, Heads of Department and other key academic staff as needed. Playing a strategic role in the development of Digital Services as part of the department's senior management team.
- Leading on application pipeline activity, overseeing the development and implementation of improvements and additional functionality, ensuring that the ongoing pipeline is well known, understood and prioritised within the organisation
- Lead on and contribute to the production of business cases as new requirements emerge.

- Together with the Technical Director and key strategic leaders across the organisation, produce a five year application strategy that addresses known areas of improvement, threats, areas of opportunity – where possible pre-empting the needs of specific teams and departments by reference to wider strategies and initiatives
- Working closely with the Technical Director to ensure that solutions proposed by academic and professional departments are thoroughly reviewed, providing input to ensure they are based on sound technology principles.
- Engaging with senior staff within the academic colleges and professional services departments to promote existing systems and services in the Digital Services portfolio. Deliver learning and development to staff outside of Digital Services in both a formal and informal manner.
- Taking a leadership role with the department, working closely with the University's Project Management Office.
- Working closely with the Support Manager, ensure that senior customer feedback is acted upon and long term application or process problem root causes are improved and eliminated.
- Promoting the use of digital technologies across the institution.
- Representing Digital Services at University committees as appropriate.
- Contribution to the management of the Digital Services budget in support of colleagues.
- Attendance of external events as appropriate and representing the University with others across the sector. Maintaining an understanding of developments and directions across the sector.

Principal Duties & Responsibilities

Provision of Management

- Manage the day-to-day activities of the team, including monitoring time-keeping, attendance, appraisal, and performance management.
- Manage the current and future project portfolio/pipeline, including reporting, monitoring, risk and issue management.
- Take responsibility and ownership of the services in use, organising effective monitoring, support and reporting including effective communication with colleagues and students using these systems.
- To engage with the procurement of new services
- To participate in the development of strategies and policies.

Governance and Health & Safety

- To ensure compliance with the University's Health & Safety policies and to provide safe working conditions for the Department.
- To ensure compliance with all other University policies.
- Promote a safe working environment within the department

Training, Qualifications and Personal Development

- To participate in the University staff Performance Development Review scheme.
- Expected to participate in any relevant opportunities for training required to fulfil job role.

- Keep current on IT trends, developments, innovations and equipment, used in endpoint operating systems, infrastructure software, network operating systems & software, information security compliance (e.g. ISO27001, Cyber Essentials, CIPR), security solution architecture.

General and Working Conditions

- To participate in the overall management of Digital Services undertaking any task appropriate to the grade, as determined by the Management Team.
- This job description is not exhaustive.

Additional responsibilities

- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- Ensure and promote the personal health, safety and wellbeing of staff and students.
- Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Formal education to degree level or higher.	Application form
Experience	<ul style="list-style-type: none"> ▪ Significant proven experience within a technical role giving a broad range of understanding of major, enterprise level applications and their databases ▪ An understanding of Project and Process management. ▪ Proven experience of managing development pipelines, prioritising and engaging with senior staff about that prioritisation. ▪ Proven experience of managing second and third line application support teams ▪ Significant proven experience of managing change in a complex digital environment. ▪ Demonstrable experience of managing, supporting and developing staff ▪ Experience of managing significant budgets. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▪ Ability to work on own initiative or as part of a team. ▪ Organised and be able to prioritise their workload appropriately. ▪ Excellent communication skills, both verbally and in writing. ▪ Excellent customer focus ▪ Deep understanding of application and database architectures ▪ Experience of project management and business analysis processes 	Application form and interview

	Desirable	Method of assessment
Experience	<ul style="list-style-type: none"> ▪ Service management (ITIL) ▪ Developing solutions that are “secure by design” ▪ Project Management capability ▪ Business analysis ▪ An understanding of learning technologies and other processes in Higher Education. ▪ Experience within an HE institution ▪ An understanding of Academic and Administrative processes 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▪ Ability to apply logic to solve complex problems Open minded and willing to embrace alternative views 	Application form and interview

How to apply

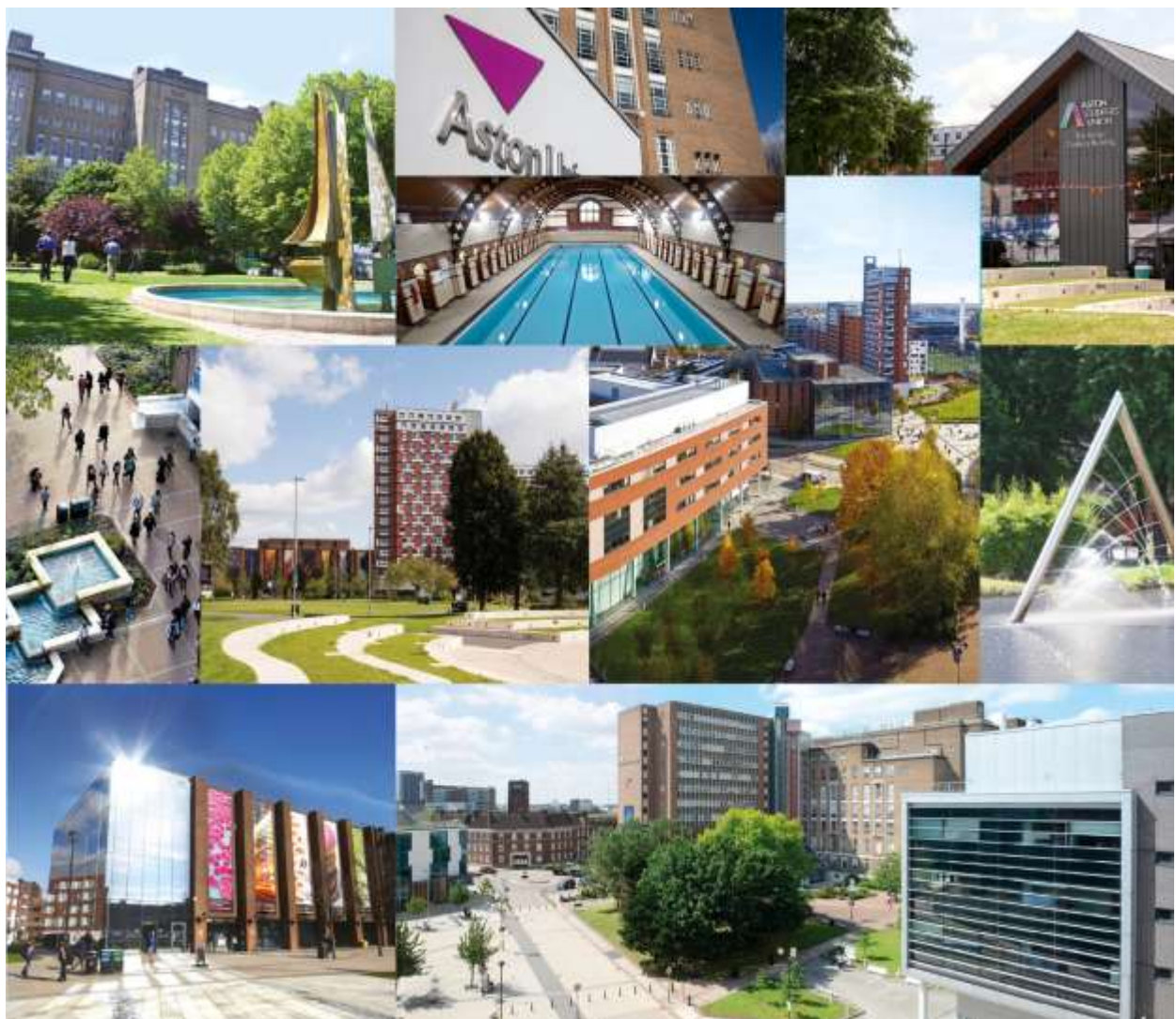
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: James Longmore

Job Title: Director of Digital Services

Email: james.longmore@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>
Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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gets real.**