JOB DESCRIPTION

Manager Applications Support

Post Reference	5.6.1.1
Reporting to	Chief Information Officer
Pay Band	SEO
Line Manager, Accountable for	N/A
Budget Management	Circa £800k

Job Purpose

To manage Ofqual's day-to-day relationship with and delivery by suppliers of its strategic systems, and in particular to support efficient and effective business processes through ensuring that the Regulatory Systems environment is stable, fit for purpose, and is enhanced responsibly.

Key Accountabilities

Building and maintaining effective relationships with and delivery of value for money from suppliers of strategic systems (conventional, cloud etc).

Monitoring supplier performance (using agreed service levels) through service management reviews, and ensuring effective contract management through contract review.

Developing a service culture across all parties involved in service provision, including the supplier and colleagues from other directorates, and that associated processes are aligned to ITIL.

Liaising with members of the IS/IT Steering Group and other business functionality owners from across Ofqual, and escalating risks and matters of concern with suppliers when needed.

Working with business colleagues to ensure that any technical incidents and requests are appropriately addressed, providing technical liaison with the supplier; arbitrating between the supplier and the business as required to achieve mutually acceptable results.

Interfacing closely with the supplier in the event of a major incident, consulting with business colleagues as appropriate, and invoking disaster recovery where necessary.

Ensuring appropriate practices (security, continuity etc.) for hosted environments, including the scheduling of disaster recovery and penetration tests and oversight of delivery of remedial actions.

Providing technical/quality assurance of business requirements, solution designs, technical documentation, and testing. Coordinating technical reviews of proposed and approved changes through the Technical Change Control Panel, and presenting recommendations on solution options to the IS/IT Steering Group.

Overseeing the delivery, scheduling, release and deployment of all changes to strategic systems whether undertaken by the supplier or by authorised Ofqual staff.

Coordinating acceptance into service of tested and documented change such that the stability of the live service is protected and it can continue to be properly supported.

Providing leadership and development for system configuration analysts and contract support staff.

Contributing to the identification of opportunities to improve business use and exploit available functionality.

Corporate Responsibilities

Assisting with the delivery of the business and corporate plans for the area for which you are responsible.

Working flexibly and collaboratively with colleagues, partners and stakeholders.

Driving continuous improvement within your own areas of responsibility. Leading by example as a role model for Ofqual's values and professional standards.

Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, and health and safety.

Person Specification

Experience	
Criteria	Essential (E) or Desirable (D)
Supplier management, including service and contract reviews	E
Designing and improving ITIL-aligned support processes.	E
Change and release management.	E
Incident and problem management, and escalation	E

Security and DR planning/testing, and follow-up.	E
Exposure to government security standards, including Risk Management Accreditation Documentation Sets (RMADS)	D
Service management for an integrated COTS-bespoke environment	E
Major incident management, including exposure to disaster recovery scenarios	E
Impact, risk and issue management.	E
Technical assurance of requirements, technical documentation, solution design and testing	E
Analysing complex situations, identifying priorities, taking containment actions, and delivering long term resolutions	E

Skills and Abilities	
Criteria	Essential (E) or Desirable (D)
Technical documentation and diagramming.	E
Liaising with staff and managers at all levels	E
Explaining technically complex issues in a non-technical manner.	E
Prioritising and multi-tasking	E
Administering and reviewing budgets	D
Strategic supplier and contract management	E
Technical/quality assurance with constructive challenge	E
Drafting papers/proposals for senior managers	E

Knowledge including qualifications	
Criteria	Essential (E) or Desirable (D)
Bachelor's or master's degree in Information Technology or a related field	E
ITIL Foundation Certificate in Service Management	E
ITIL Manager's Certificate in Service Management	D
Appreciation of Ofqual's work and business processes.	D
Understanding of software development, systems and information lifecycles.	E

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.