



# Outcomes First Group

**JOB TITLE:** Applications Manager

**LOCATION:** UK

**HYBRID WORKING:** Occasional travel may be required

**REPORTS TO:** Head of Applications

**ACCOUNTABLE TO:** Chief Architect

## **JOB PURPOSE:**

You will be part of a team helping to shape our Group Applications strategy overseeing the implementation, configuration and deployment of SaaS products used across the business balancing Group standardisation with local regulatory and cultural requirements.

You will also ensure our various SaaS products are properly integrated with other internal systems whilst making sure any critical business data is passed to our data lake. With a key focus on customer service, you will provide support to users and help develop training material ensuring all applications are used effectively and will also monitor system performance acting as the relationship interface with 3<sup>rd</sup> parties to get issues resolved. Practical tasks like routine upgrades and system maintenance will also be coordinated and communicated by our Application Management Team.

## **KEY ACCOUNTABILITIES:**

- Conduct regular assessments of SaaS products making sure the products we use continue to meet business needs
- Supports the assessment and recommendation of new applications for gaps in the current portfolio or to replace any products that are no longer aligned to business plans
- Ensures compliance with relevant regulatory, legal or security standards applicable to the use of SaaS products
- Works closely with external suppliers through a structured supplier management framework.



# Outcomes First Group

## KEY RESPONSIBILITIES:

- Support end users to ensure compliance and best practice in the use of key applications
- Incorporate new/modified feature requests into product roadmap/delivery plans
- Creates and maintains standards, procedures and documentation related to applications
- Work with business stakeholders to ensure data quality and data sourcing
- Contribute to Global and UK Applications strategy and vision focusing on continuous improvement
- Knowledge of system design, development, implementation, and user support principles and practices
- Familiarity with project management principles
- Experience with information system troubleshooting
- Ability to communicate technical information to a non-technical audience

## STANDARD RESPONSIBILITIES:

There are several standard duties and responsibilities that all employees, irrespective of their role and level of seniority within OFG Group are expected to be familiar with and adhere to;

- Participates in an annual performance review programme
- Works, always, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.
- Observes, always, strict rules of confidentiality appropriate to the post.
- To always comply with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.
- OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
- Undertakes other duties as assigned.

## EXPERIENCE, SKILLS & QUALIFICATIONS:

- Work experience as an Application Manager or similar role
- Familiarity with agile and/or project management techniques
- Familiarity with education systems (e.g. MIS, safeguarding, assessment)
- Hands-on experience managing all stages of the product life cycle – Requirements >



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Design/Proposal > Develop > Test > Implement

- Hands-on experience of product configuration management, access control and resolution of end-user issues resulting from configuration errors/conflicts
- Experience of CRM systems would be advantageous
- Ability to meet project objectives within product and contract constraints
- Excellent communication, organisational and interpersonal skills
- Strong stakeholder management and customer service skills
- Passionate about using technology to improve education, safeguarding and outcomes for young people