

JOB TITLE: Head of Applications

LOCATION: Manchester

HYBRID WORKING: Occasional UK and world-wide travel may be required

REPORTS TO: Chief Architect

ACCOUNTABLE TO: Chief Architect/CTO

DIRECT REPORTS: – 2 x Application Managers, 2 x Integration Engineers

ROLE PURPOSE:

The Head of Applications is accountable for the effective management, governance and continuous improvement of the Group application estate and integration capability. The role ensures that applications and integrations remain secure, reliable, supportable, cost-effective and aligned with business priorities across the Group.

The role leads the Application Management and Integration Engineering teams, owns application and integration service performance, and works in partnership with the Chief Architect, Cyber Security, Infrastructure, Data, PMO and business stakeholders to deliver sustainable technology change.

KEY OUTCOMES:

- A governed and actively managed Group application portfolio with clear ownership, lifecycle plans and roadmaps.
- Reliable, secure and supportable application and integration services, measured through agreed service levels and operational KPIs.
- A mature integration engineering practice with reusable standards, patterns, documentation, testing and monitoring.
- Effective supplier management, transparent cost control and evidence-based renewal, replacement and rationalisation decisions.



Outcomes First Group

- Consistent partnership with Architecture so that new solutions align with Group principles, standards and strategic roadmaps.
- Ensure compliance with relevant regulatory, legal or security standards applicable to the use of SaaS products across the Group.
- A capable, engaged team with clear objectives and development pathways

KEY RESPONSIBILITIES:

- Own the Group Application portfolio and ensure all applications have an accountable business owner, technical owner, support model, data classification, lifecycle status and roadmap
- Lead Reviews of the application landscape, identifying opportunities for rationalisation, remediation, retirement or investment
- Working with the projects teams to assess business requirements for new applications or material changes, ensuring requirements are sufficiently defined before procurement or delivery begins
- Oversee application implementations, upgrades, releases, migrations and decommissioning, ensuring appropriate readiness, support transition and documentation
- Ensure that application services are stable, available, secure and maintained in accordance with agreed service levels and business criticality
- Define and report application service KPIs, risks, availability, incident trends and improvement actions
- Lead the Integration function including capacity planning, technical quality and delivery performance
- Ensure integrations are designed, developed, tested, documented, monitored and supported in accordance with approved integration architecture security and engineering standards
- Ensure Power Automate solutions are designed, developed, tested, documented, monitored and supported in accordance with approved integration architecture security and engineering standards
- Ensure projects produce proportionate designs, data flow diagrams and support models
- Own operational relationships with Group Strategic application and integration suppliers, including service reviews, performance improvement and escalation.



Outcomes First Group

- Ensure contracts include measurable service levels, support obligations, security requirements, data protection provisions, exit arrangements and appropriate remedies.
- Lead or support software market assessments, due diligence, vendor selection, renewals, renegotiations and orderly exits.
- Contribute to budget setting, forecasting, business cases and project estimates; actively manage license, subscription, support and integration platform costs.
- Identify opportunities to reduce duplication, improve value for money and manage commercial or supplier concentration risk.
- Maintain application and integration risks, exceptions, decisions and remediation actions through the appropriate governance forums and registers.

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:



Outcomes First Group

- Significant experience leading enterprise applications, business systems, application support or integration engineers in a complex multi-site organisation
- Strong understanding of application lifecycle management, IT service management, operational acceptance and supplier governance
- Ability to communicate complex technical and commercial matters clearly to senior non-technical stakeholders.
- Experience in working across multiple regions and business units
- Experience in translating business requirements into delivery plans, options, high level designs and supportable services
- Familiarity with agile and/or project management techniques
- Familiarity with education systems (e.g. MIS, safeguarding, assessment)
- 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