

ICT APPLICATIONS MANAGER

Duration:	Permanent
Salary:	Circa £52,000 per annum
Job Level:	Level 3
Hours:	35 hours per week. Other flexible arrangements will be considered.
Disclosure Level:	Basic. This role involves no direct or indirect work with children.
Reports to:	Head of Technology
Location:	Working from home and at 1 Westfield Avenue, London E20 1HZ.

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The Technology Team is part of UNICEF UK's Information Directorate, which is responsible for technology, data management and data analytics work to support our fundraising, and UK and international programme activities. Ours is a modern, largely SaaS-based IT environment without the burden of hard-to-maintain legacy systems. Key systems in use include M365, SharePoint, Salesforce, Unit4, Snowflake Datacloud and Asana.

This is a key role in a small in-house team, working alongside a service provider which is thoroughly integrated with UNICEF's ICT service. You will join colleagues who are responsive and committed to success, in an organisation where collaboration and opportunities for learning are welcomed. We are looking for a team member who can take responsibility, work collaboratively, and help establish the scope of this new role.

ABOUT THE ROLE

UNICEF UK needs an applications manager who has experience of supporting enterprise applications for a user-base of 250+ customers. Experience of any of the applications listed above will be valuable, but your most important qualification will be your breadth of experience in delivering reliable and responsive application management and security services to colleagues, backed up by sound technical knowledge of applications security, performance monitoring, data management and reporting.

Without formal line-management responsibility you will need to be able to motivate and communicate with colleagues in all areas of the organisation, providing well-founded and honest advice on options for improvement of business outcomes, as well as dealing with day-to-day technical and user support issues.

You will need a good understanding of Microsoft Office software, ITIL, change controls processes and systems analysis principles. You must be comfortable discussing technical and contractual issues with colleagues and suppliers and be confident presenting information to non-specialist audiences. You will have an excellent command of written English evidenced by the quality of documentation you have written.

What we will expect you to achieve

- Ensure consistent availability and performance of UNICEF's applications and data by close collaboration with users, suppliers and in-house IT staff to. This may occasionally require you to work outside standard office hours.
- Ensure security, consistency and reliability of UNICEF data and workflows.
- Drive continuous improvement through identifying and planning future needs for data management, storage and new business functions.
- Constantly update your own knowledge of developments in applications and data management, translating that knowledge into benefits for UNICEF UK.
- Evidence successful business continuity arrangements for selected applications.
- Lead on the day-to-day management of a limited number of critical applications including SharePoint, providing advice on applications management to non-IT colleagues who have been assigned local management or "super-user" responsibilities.
- Identify skills gaps and provide training to colleagues in selected application functions.
- Maintain a comprehensive application register and map of our data architecture.
- Challenge supplier performance where this is at risk of failing to deliver value for money or meet our expectations for reliable and secure application services.
- Demonstrate and model a commitment to our shared values, behaviours and inclusive practices (known as [Our Shared Commitment](#)) in all aspects of your work.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards creating a better world for every child.

Communication

- Able to communicate convincingly with stakeholders, presenting technical information clearly and distinguishing what is relevant for each target audience. Communication must be accurate, succinct, timely and appropriate for the purpose and audience.

Results Focused

- Never loses sight of the business purposes of the applications we use.

Security Focused

- Understands the importance of maintaining the security of our data, UNICEF's reputation and the confidence of our colleagues, our supporters and the general public.

Analytical

- Makes calm judgements based on researched facts and does not take every piece of information at face value without considering the context.

Relevant experience

- Enterprise applications deployment and management
- Enterprise architecture modelling
- Business process improvement
- Testing
- Technical and end-user documentation
- User training
- Applying security principles including Cyber Essentials +
- Data and application architecture mapping
- Supporting applications in cloud environments

Specific knowledge and skills.

Any of the following:

- SharePoint
- Unit 4
- Salesforce
- Zendesk
- Visio
- Asana

- Change and release management
- Windows operating system
- Azure Active Directory
- AWS
- ITIL

