Job title: TOTAL System Build Specialist

Line manager: Head of Delivery

Grade: 1

Direct reports: n/a

Role purpose:

The TOTAL System Build Specialist will be accountable for the successful build and transition of new system configuration and capability to operational business and IT teams.

You will be responsible for managing the program of works within your capability, delegating and performance managing your Leads in the management of the projects, making up the program, ensuring that the IT Analyst Developers are delivering the tasks that make up the projects.

You will be responsible for the strategic roadmap of improvements to the systems within your capability, defining the projects that make up the program and the team and individual development required to deliver high standards of support and improvement activity.

Key results / Success Metrics:

Delivery of value through high quality change management.

Engagement with operational business teams to understand need and collaboratively implement system improvements.

Documentation of repeatable activities and handover to operational teams.

To positively promote the TOTAL workforce management system and actively train and coach others in its best use and purpose.

To reduce the need for repeatable IT activities by empowering operational users and automation of process.

Motivate yourself and colleagues ensuring that the is a culture of high performance, strong engagement, and a commitment to continual improvement.

Establish and implement effective working arrangements & practices to ensure a consistent level of service delivery in line with the Peabody business plan.

Adhere to and advocate best practices in the organisation's IT methodologies, standards & policies.

Prepare, monitor, and deliver individual targets/budgets in line with the Peabody business plan.

Monitor, report and present customer service and experience metrics to ensure customer satisfaction and levels of quality are consistently high.

To externally represent and promote Peabody effectively by creating a consistent, professional, and positive image.

To Successfully deliver to agreed project/product commitments.

To manage resources to plan, estimate and carry out programmes of solution development work to time, budget and quality targets and in accordance with appropriate standards, methods, and procedures.

To own the IT change demand delivery pipeline for Peabody's Workforce business systems and establish the most effective way to deliver the necessary outcomes to support business objectives.

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To conduct research and make recommendations on products, services, protocols, and standards in support of all software and solutions procurement and development efforts and conduct feasibility studies for business solutions.

To conduct research on emerging technologies and innovation in support of business applications strategic planning and recommend solutions that will drive value and deliver benefit.

To establish excellent working relationships with key stakeholders such as key business process owners, department heads, Subject Matter Experts from across the organisation, based on trust and partnership.

To negotiate with vendors, outsourcers, and contractors to secure application solutions-specific products and services.

To facilitate regular communication about initiatives and projects to ensure key performance indicators are achieved, maintained and visible.

To lead and promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out under your control and in accordance with Peabody Health and Safety policies and procedures. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.

About you:

You will be:

- Able to work independently, exercising good initiative and judgement.
- Excellent written and verbal communication skills.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines and targets.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
- A commitment to continuing professional development.
- Solid, multi-organisation experience in applications solutions delivery, with management-level responsibility.
- Proven delivery management experience in leading development teams in developing and configuring finance business systems to deliver business outcomes.
- In depth understanding of the social housing domain.
- In depth expertise highly desired in terms of working with social housing related workforce and contractor management business systems.
- Must have a passion for and a proven record of accomplishment in implementing best practice in solutions delivery through all phases of development.
- Working knowledge of industry standards and frameworks such as ITIL, Agile etc.
- A sound understanding and knowledge of application development and solutions design and delivery, with the emphasis on business analysis, requirements gathering, project initiation, development, testing and transition into operations - able to effectively challenge proposed technical solutions and project timelines.
- Demonstrable knowledge of application development best practices for the full development life cycle, including application configuration management, build processes, testing, and operations.
- Project management and scheduling skills including planning and executing projects from vision through implementation.
- Experience of 3rd party vendor and contract management, and in particular working with application developers and solutions providers.

- Excellent business process understanding, with the ability to understand high-level, end to end business process models in a short space of time, as well as the implications of changes to these models.
- Able to run multiple projects teams simultaneously, to service concurrent project requirements, which may require use of 3rd parties and contractors, as well as internal delivery resources.
- Experience in mentoring/coaching team with a record of accomplishment of improving people's skills and making teams more effective.
- Hands-on expertise in many disparate technologies, ranging from front-end user interfaces through to back-end systems and all points in between.
- Proven ability in managing in a matrixed project team and 3rd line support function.

You will have:

- Qualified to degree level or industry experience equivalent

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