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| **TITLE:** IT Global Applications Team Lead - Agresso |
| **TEAM/PROGRAMME:** IT | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide |
| **GRADE**: C; Mid-Senior Level | **CONTRACT LENGTH:** Permanent |
| **CHILD SAFEGUARDING:**Level 2 - the post holder will have access to personal data about children and/or young people as part of their work; therefore, a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |
| **ROLE PURPOSE:** To lead and provide high quality operational and technical application support to Save the Children International’s customers and internal business functions. Own the incident and problem management processes by minimising the adverse impact of incidents and problems on the business, preventing reoccurrence of those incidents. |
| **SCOPE OF ROLE:** **Reports to:** Global Applications Services Manager**Dimensions:** * The role will provide team leadership in the delivery of cost-effective global Application services including strategic service planning.
* The role will be responsible for effective leadership in an AGILE setting including empowering the team members to meet standard metrics for quality and performance.
* The role is accountable for ensuring the stable availability of Global Application systems, working with a global IT team and vendors to provide 24/7 high availability services to the organization.
* The role has a key responsibility in incident resolution, which includes closing feedback loops with business stakeholders and development teams.
* While the role has primary responsibility for one global application, Save the Children has integrated global applications, and this role shares ownership of the availability and functionality of those integrated applications.
* Manage and lead a team of Level 1 and Level 2 service analysts and act as a trusted partner and SME.
* The role is responsible for the knowledge base and effective training of the application service team.

 **Staff directly reporting to this post:**  5 direct reports (May vary as and when required)**Budget responsibilities:** None |
| **KEY AREAS OF ACCOUNTABILITY:****Application Support** * Prioritise the Application Support team’s work load, ensuring robust procedures and processes.
* Design and implement ways of working to meet key metrics such as SLA
* Act as an effective point of contact for escalations, problem management, and major incidents.
* Contribute to the planning of application/infrastructure releases and configuration changes.
* Provide technical leadership and work well with other IT teams and vendors.
* Design achievable metrics and transparent reporting in JIRA and BI.
* Maintain application monitoring and ensure team responses for proactive support.
* Follow appropriate departmental and company procedures and policies (i.e. change control, information security and auditing, release, configuration, problem and incident management).

**Personal and Team Development** * Ensure the sharing of knowledge with all team members.
* Conduct regular team meetings, stand ups, and one on ones with all team members.
* Identify and champion career development plans for team members.
* Work with Global Apps manager to develop your own career plans.

 **Documentation** • Ensure incidents and problems are up-to-date• Ensure all technical and non-technical documentation is up-to-date• Contribute to management reports |
| **SKILLS AND BEHAVIOURS (our Values in Practice):****Accountability:*** Holds self-accountable for making decisions, managing resources efficiently, achieving results together with children and role modelling Save the Children values
* Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved

**Ambition:*** Sets ambitious and challenging goals for self and team, takes responsibility for own personal development and encourages team to do the same
* Widely shares their personal vision for Save the Children, engages and motivates others
* Future-orientated, thinks strategically and on a global scale

**Collaboration:*** Builds and maintains effective relationships, with their team, colleagues, Members, donors and partners
* Values diversity, sees it as a source of competitive strength
* Approachable, good listener, easy to talk to

**Creativity:*** Develops and encourages new and innovative solutions
* Willing to take disciplined risks

**Integrity:*** Honest, encourages openness and transparency
* Always acts in the best interests of children
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| **QUALIFICATIONS:*** Educated to degree level/equivalent work experience.
* Desirable: ITIL qualification, AGILE and DevOps knowledge
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| **SKILLS AND EXPERIENCE:****Essential:*** Customer service focus with a desire to deliver a high quality application and end user experience
* Experience with Agresso Financial system
* Self-motivated with the ability to lead and take ownership
* Ability to deliver quality work under pressure in a fast-paced environment
* Adaptable and flexible to business demands
* Strong time management and organization skills
* Demonstrable stakeholder management skills and strong communication and interpersonal skills
* Extensive problem solving and troubleshooting experience
* Experience in providing services to agreed SLA’s and OLA’s
* Experienced in incident management, and acting as escalation for major incidents; including identifying root causes and owning the push for permanent solutions.
* Experience of working in complex matrix IT service teams supporting integrated systems.
* Commitment to Save the Children values

**Desirable:*** Experience with managing a remote team located around the globe.
* Experience of implementing IT service management processes and tools, in accordance with recognized industry standards such as ITIL and AGILE.
* Strong understanding of/willingness to learn key trends in international and humanitarian development and how technology can and is being utilised to support these developments
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| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **Equal Opportunities** The role is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **Date of updated draft:** May 2023 **Last Author/Editor**: Joel Tetstill |