

Job Description

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| Job Title: | Business Application Manager |
| Reports to: | Operations Director |
| Responsible for: | No direct reports, working across the whole of RADA Business. |
| Hours of work: | Full-time, with broadly 50% of time on Dynamics 365. |
| Role Level: | Manager |
| Location: | Primary base: Scala Street, London. Hybrid working, with an expectation of a number of days in the office. |
| Prime Function of Role: | |
| <p>RADA Business (RB) uses Office 365 (partially cloud) and Dynamics 365 (cloud). The support group is RB employees (circa 30) and RB freelancers (circa 50) (“users”).</p> <p>The primary function of the role is to ensure that the use of RB business applications support the organisation’s ways of working.</p> <p>Infrastructure, hardware (except for user hardware) and network design and support, including network access, is managed by RADA and is not part of the responsibilities of the postholder. Within scope is:</p> <ul style="list-style-type: none"> • Providing first-line support for RB Dynamics 365 (“Dynamics”) users including data management and reporting. • Access management. • Training. • Report writing. • Collation and analysis of system developments • Triage of user queries, categorising as bugs, enhancements, or user training. • Maintenance of third-party plug-ins (currently AdobeSign and Loqate). • Undertake specified static data changes. • Undertake system testing, including regression testing, before release. • Work with third party suppliers. <p>Other responsibilities</p> <ul style="list-style-type: none"> • Create and manage a Super User Community for Dynamics and MS Office so teams can self-manage, • Provide support and training to RB users to enable them to expand their knowledge and skill set of business applications. • Work collaboratively with RADA’s IT support team (Cara Technology). • Manage data accuracy, security and ensuring regulatory compliance. • Manage the technology asset register and ensure the required hardware is available to the team. • Arrange the technical on-boarding processes and the leavers process. • Provide support to the Business Development team in completing client/contract questionnaires. | |

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Accountabilities & Tasks

Dynamics 365 Support

Access management

- Ensure that user access stays up to date by requesting new users and removing those no longer needing it.
- Ensure that users have the correct level of access, auditing on a regular basis.

Training

- Maintain user training manuals and share.
- Work with users to consider alternative ways to build capability across the user community.
- Ensure users are kept up to date with system changes.
- Ensure functional specs remain up to date.
- Provide face to face, group and “at desk” training for users.

Report writing

- Collate user requests for report writing including the business case.
- Write reports in Power BI, test and publish.

System development

- Collect requirements from the user community, assess and write development specifications.
- Identify system developments which would enhance process flow or reduce errors, assess, and produce development specifications.

User queries

- Provide first line business support for users.
- Monitor and investigate user queries, looking for trends which can be solved by training, system, or process change.
- Monitor bugs and investigate, pass, if necessary to third line support.

Third Party Plug-Ins

- Ensure subscriptions remain up to date.
- Manage configuration.
- Ensure users are trained in their use.
- Manage queries relating to plug-ins and work with their help desks, as necessary.

Managing static data

- Maintain Choices and Lookups so they match the business need.
- Review their use and remove any which have become redundant, considering any data assigned to them.
- Document, including their function, Choices, and Lookups so they can be used by third parties if necessary.

System testing

- Ensure releases are comprehensively evaluated prior to release including testing using examples provided by the user and regression testing.
- Identify data which requires migration and plan accordingly.
- Consult with key users within the teams to decide best release dates and the training needed.

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- Ensure the users are sufficiently competent in the software when it goes live.

Third party suppliers

- Form good working relationships with all external third-party suppliers.
- Ensure that third-party support is undertaken to agreed quality standards and, in a cost, effective and efficient manner.
- Work collaboratively with RADA colleagues to ensure that inter-organisational teams work together proactively and positively.

Other tasks

Training

- Providing training and training materials to expand the team's knowledge of Office applications. Where necessary escalate issues to Cara Technology.
- Identify areas of processing where a better use of Office applications would improve accuracy, efficiency, or standards.
- Provide training and support to users on IT security and data management to ensure compliance with data protection requirements.

Data

- Undertake regular reviews of data and remove as required by the data retention policy.
- Contribute to the wider understanding of good practice data protection.

Compliance

- Support Cara Technology in the renewal of Cyber Essentials.
- Propose solutions for any compliance gap found.

Hardware Assets

- Ensure staff users have hardware appropriate for their job role.
- Ensure purchases provide value for money.
- Maintain the technology asset register and work with the Finance Team when needed.

Software Assets

- Create and maintain a software asset register
- Working with Marketing, keep a register of RADA Business domains.
- Ensure compliance with the terms of licenses.
- Propose renewals and, if necessary, complete them in time to ensure continuity of service.

Users

- Request new starter credentials as needed and provide on-boarding support.
- Manage the leaver process to make sure that system access is removed and assets are recovered.
- Regularly audit systems to ensure access remains appropriate for their role and skill.
- Working with Cara Technology ensure that the Active Directory stays accurate.

Support for client work

- Support the Business Development team in completing technical questionnaires from clients.
- With the Operations Director, review contracts to identify areas which affect RB's application system. Create an action plan, as necessary.

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Telephony

- Working with the Operations Director to implement VoIP and/or mobile solution and train users in its most effective use.
- Be system administrator for the system.

The post holder will be expected to undertake other duties as asked, equal to their skills and experience.

Person Specification

| | Essential | Desirable |
|------------------------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> • Educated to degree level or with similar worked experience. | |
| Knowledge and Experience | <ul style="list-style-type: none"> • Dynamics 365 • Power BI or similar report writing software • MS office applications • User training. • Defining user requires and preparing specifications. • | <ul style="list-style-type: none"> • Working within or closely with the third sector. • Can demonstrate commercial, financial, or operational experience. • Co-ordinating people to deliver specific projects. • Working with data protection policies • Experience of SharePoint • Experience of first line help desk support • Working in a small / medium enterprise (SME). |
| Skills, Abilities and Competencies | <ul style="list-style-type: none"> • Self-motivated, able to manage own workload and balance competing priorities • Excellent organisational and administration skills with ability to manage and meet own deadlines • Ability to drive for improvement • Collaboration, teamwork, and relationship building. • Communication skills – ability to keep stakeholders appropriately updated. • Attention to detail, commitment to accuracy, and a strong focus on quality assurance/ • Ability to deliver to challenging timetables and within budget. • Demonstrate initiative and good judgement around escalating issues/concerns. | <ul style="list-style-type: none"> • Negotiation skills • Networking skills • Writing skills |
| Personal Attributes | <ul style="list-style-type: none"> • Sets high standards and is results driven. | |