Swydd Ddisgrifiad

Prifysgol Wrecsam
Wrexham University

- EIN DYFODOL -
HYGYRCH
CLICIWCH YMA

- EIN DYFODOL -
CEFNOGOL
CLICIWCH YMA

- EIN DYFODOL -
ARLOESOL
CLICIWCH YMA

- EIN DYFODOL -
UCHELGEISIOL
CLICIWCH YMA

Cyfadran/Adran	Gwasanaethau Gwybodaeth
Teitl y Swydd	Rheolwr Cymwysiadau Busnes a Datblygu Systemau
Yn atebol i	Cyfarwyddwr Gwasanaethau Gwybodaeth
Gradd	MAN1

Prif Atebolrwydd

Ar y cyd â'r Cyfarwyddwr Gwasanaethau Gwybodaeth, bydd y Rheolwr Cymwysiadau Busnes a Datblygu Systemau yn berchen ar y portffolio Cymwysiadau Busnes ac yn darparu cyngor a chefnogaeth datblygu systemau a meddalwedd arbenigol i fodloni anghenion y busnes.

Sicrhau bod y cymwysiadau busnes, systemau a datrysiadau meddalwedd addas yn cael eu datblygu a'u cynnwys i ddarparu, cefnogi a thrawsnewid gweithgareddau busnes y Brifysgol a gweithio gyda'r Cyfarwyddwr Gwasanaethau Gwybodaeth i ddarparu Cynllun Portffolio Cymwysiadau Busnes Prifysgol.

Darparu arweinyddiaeth a ffocws i sicrhau bod gan staff amgylchedd cefnogol a hwylus ble gallant weithio'n effeithiol, gan gyflawni gradd uchel o fodlondeb swydd ar yr un pryd.

Sefydlu prosesau rheoli prosiectau a rhaglenni, dulliau ac arferion yn cynnwys rheoli galw, rhagweld, blaenoriaethu prosiect, darparu a gweithredu.

Datblygu a chynnal safonau technegol/gweithredol a phrosesau rheoli ansawdd addas ar gyfer monitro allbwn tîm a sicrhau cyflawniad tasgau hyd at safonau y cytunwyd arnynt ac o fewn terfynau amser a chyllidebau drwy sefydlu rheolaeth dros alw, blaenoriaethu a chyflawni Dangosyddion Perfformiad Allweddol.

Gweithio'n agos gydag uwch gydweithwyr ar draws y Brifysgol i sicrhau bod systemau mewnol yn cael eu rhoi ar waith i sicrhau'r hyblygrwydd a'r effeithiolrwydd gorau posib.

Tasgau Allweddol

Ar y cyd â'r Cyfarwyddwr Gwasanaethau Gwybodaeth, gweithio'n agos gyda staff y Brifysgol a chontractwyr/ymgynghorwyr/partneriaid allanol i ddiffinio, datblygu a gweithredu cynlluniau, polisïau a datrysiadau TG a Digidol sy'n bodloni gofynion rheoliadol, deddfwriaethol, proffesiynol a sefydliadol perthnasol a thîm sy'n meddu ar y gallu i gyflawni hyn.

Adnabod tueddiadau, cryfderau, gwendidau a chyfleoedd allweddol i alluogi gwelliant ac effeithiolrwydd parhaus mewn darpariaeth Cymwysiadau Busnes ac Integreiddio, a defnyddio TG fel gwahanwr ar gyfer nodau ac amcanion cyffredinol y Brifysgol.

Argymell newidiadau a gwelliannau i'r portffolio Cymwysiadau Busnes, a'r Cynllun Seilwaith Digidol.

Rheoli datblygiad a chefnogi ystod o gymwysiadau a rhyngweithiadau pwrpasol sy'n darparu systemau gwybodaeth gan ddefnyddio ystod o sgiliau, yn cynnwys MS SQL, Oracle, .Net a thechnolegau gwe.

Rheoli, arwain a datblygu tîm i hwyluso a chefnogi datrysiadau busnes craidd y Brifysgol. Cynnal gwasanaethau cymwysiadau, integriadau, rhyngwynebau a systemau rheoli cronfeydd data sydd eisoes yn bodoli, ac adnabod datrysiadau i wella, ehangu a disodli systemau sydd eisoes yn bodoli yn y dyfodol ar yr un pryd, i gynnal mantais gystadleuol a bod o fudd i'r Brifysgol. Sicrhau cynnal argaeledd ac uniondeb systemau gwybodaeth hanfodol i fusnes bob amser.

Sefydlu a gweithredu prosesau arferion gorau a safonau Darparu Gwasanaeth, sylfaenu ansawdd gwasanaeth a datblygu cynlluniau i wella ansawdd ac aeddfedrwydd gallu i reoli gwasanaeth.

Darparu cefnogaeth a chyngor technegol ar bob agwedd o systemau meddalwedd cyfrifiadur a datrysiadau digidol y brifysgol ac ymgysylltu â chymorth allanol ar bensaernïaeth dechnegol, dyluniadau manwl, fframwaith weithredu, mapiau ffyrdd prosiect a sylfaeni codau etc. yn ôl yr angen.

Yn gyfrifol am ddiogelwch cymwysiadau busnes, systemau a gwasanaethau'r Brifysgol, yn cynnwys uniondeb data a pharhad busnes. Sicrhau bod unrhyw faterion diogelwch a digwyddiadau mawr eraill yn cael eu harchwilio a'u datrys. Cynnal adolygiadau diogelwch cyfnodol o systemau a chynnal ymwybyddiaeth o arferion a datblygiadau cyfredol arferion seiberddiogelwch mewn diwydiant.

Mewn ymgynghoriad a chydweithrediad gyda'r Rheolwr Seilwaith a Chymorth Technegol, rheoli a chyflawni'r gefnogaeth cymwysiadau 2^{il} a 3^{ydd} llinell i gyflawni datrysiadau prydlon o ansawdd uchel i broblemau ar gyfer y busnes. Goruchwylio, blaenoriaethu ac amserlennu gwaith y tîm i sicrhau bod cefnogaeth yn ymatebol, yn effeithlon ac yn broffesiynol, gan gael cyn lleied o effaith niweidiol â phosib ar unrhyw weithgareddau darpariaeth system newydd.

Datblygu a gweithredu prosesau, systemau a gweithdrefnau cadarn ar draws pob maes o fewn y portffolio Cymwysiadau ac Integreiddio Busnes. Rheoli a monitro perfformiad ac ansawdd y gwaith a wneir gan unigolion, timau a darparwyr gwasanaeth, gan sicrhau y glynir at yr holl ofynion Iechyd a Diogelwch ac y cyflawnir safonau uchel.
Gweithio gyda'r Cyfarwyddwr Gwasanaethau Gwybodaeth ar osod a rheoli cyllidebau cysylltiedig, sicrhau bod contractau yn cael eu tendro a'u dyfarnu yn unol â'r rheoliadau ariannol. Trafod, sefydlu a monitro pob cytundeb gwasanaeth a chefnogi contractau gyda

chyflenwyr allanol a thrydydd parti. Awdurdodi a chymeradwyo taliad cyfrifon i gyflenwyr a chontractwyr ar gyflawni gwaith/darparu nwyddau a gwasanaethau hyd at ansawdd boddhaol. Yn gyfrifol am bob agwedd ar reoli, datblygu a datblygiad gyrfa staff yn cynnwys dethol a recriwtio, hyfforddi a datblygu, ymgynghori a chyfathrebu etc, gan arwain y tîm at gyflawni dangosyddion perfformiad allweddol hanfodol.

Cynnig set o dargedau Dangosyddion Perfformiad Allweddol a chanlyniadau y gellir eu cyflawni a chytuno arnynt gyda'r Cyfarwyddwr Gwasanaeth Gwybodaeth, fel y gellir mesur effaith yr adran a'r tîm yn eu herbyn. Datblygu a chynnal Cytundebau Lefel Gwasanaeth ar draws pob maes gwasanaeth a gyda chyflenwyr/partneriaid allanol lle bo hynny'n briodol.

Sefydlu a chynnal perthnasoedd gwaith a phartneriaethau proffesiynol ar draws y Brifysgol ac arwain ar y gwaith o adnabod a deall anghenion byrdymor, tymor canolig a hirdymor y busnes, ei staff a'i fyfyrwyr, gan adnabod datrysiadau arloesol i wella cymwysiadau a systemau busnes, ac ysgogi newid trawsnewidiol.

Adolygu datblygiadau, cymwysiadau a systemau a sefydlu cynlluniau a mapiau hirdymor, aml-flwyddyn ar gyfer ailosodiadau ac uwchraddiadau, gan sicrhau cysondeb ac integriad gyda systemau sydd eisoes yn bodoli. Pan fo'n briodol, gwneud argymhellion ar ardaloedd ar gyfer buddsoddiadau cyfalaf newydd, ac arwain ar ddatblygiadau a gweithrediadau newydd, a phrosiectau ailosod system/meddalwedd.

Cynrychioli'r Brifysgol mewn digwyddiadau a chynadleddau allanol a thrwy aelodaeth o gyrff allanol, er mwyn adnabod arferion gorau'r sector a chyfrannu at reolaeth ac enw da'r Brifysgol. Adeiladu a chynnal cydweithrediadau gydag amrywiaeth o asiantaethau allanol perthnasol i'r meysydd cyfrifoldeb. Rhoi cyflwyniadau a chyfranogi'n weithredol mewn digwyddiadau allanol gyda chyfoedion o brifysgolion eraill.

Gweithio ar y cyd gan lwyddo i berswadio a dylanwadu ar dimau eraill o fewn y gyfarwyddiaeth i fabwysiadu safonau ac arferion gorau.

Yn ôl yr angen, dirprwyo i'r Cyfarwyddwr Gwasanaethau Gwybodaeth a'r Seilwaith a'r Rheolwr Cefnogi Technegol, gan fod yn hyblyg a chefnogol o ran sicrhau y gall gweithrediadau barhau yn eu habsenoldeb.

Nodweddion Arbennig

Gall fod angen cefnogaeth gyda'r nos, ar benwythnosau neu'r tu hwnt i oriau swyddfa o bryd i'w gilydd. Felly mae angen agwedd hyblyg tuag at oriau gwaith.

Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a geir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn perthynas â pheryglon sylweddol ac yr ymgymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb am hyrwyddo gofal cwsmer o ansawdd yn eu meysydd cyfrifoldeb eu hunain.

Mae'n rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd.

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol.

Disgwylir i ddeiliad y swydd gydymffurfio â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda'r gwaith o fonitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau eu bod yn cael eu cefnogi'n ddigonol mewn perthynas â'u cyfrifoldebau yn y gwaith.

Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhai nodweddiadol; nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd adeg ei chyhoeddi. Mae'n arfer gan y Brifysgol o bryd i'w gilydd i adolygu a diweddaru disgrifiadau swydd, er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir, ac i ymgorffori unrhyw newidiadau rhesymol pan fo angen, mewn ymgynghoriad â deiliad y swydd.

Manyleb Person

Prifysgol Wrecsam
Wrexham University

Teitl y Swydd:

Rheolwr Cymwysiadau Busnes a Datblygu Systemau

Er mwyn cael eich rhoi ar y rhestr fer, mae'n rhaid i chi ddangos eich bod yn diwallu pob un o'r meini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n diwallu'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

Meini Prawf Dethol

Priodoleddau		Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd
1	Sgiliau a Galluoedd	1.1	Sgiliau rheoli cryf, gyda'r gallu i uchafu perfformiad unigol a pherfformiadau'r tîm.	Ff, C	H
		1.2	Y gallu i gynnig, cyflawni a rheoli prosiectau yn erbyn terfynau amser a Dangosyddion Perfformiad Allweddol.	Ff, C	H
		1.3	Sgiliau cyfathrebu da iawn: ar lafar, yn ysgrifenedig ac wrth roi cyflwyniadau. Y gallu i werthu syniadau neu fuddion a chreu dadleuon perswadiol, gan gyfathrebu syniadau technegol i gydweithwyr nad ydynt yn dechnegol yn effeithiol.	FF, C, RH	H
		1.4	Gallu amlwg i fod yn greadigol, yn arloesol ac yn dreiddgar, gan sicrhau dull darbodus ac effeithiol o fynd i'r afael ag arferion a phrosesau gwaith.	Ff/C	H
		1.5	Gallu magu a chynnal perthnasoedd gwaith proffesiynol effeithiol o fewn yr adran TG a'r Brifysgol a'r amgylchedd busnes ehangach.	Ff/C	H
		1.6	Gallu dadansoddi anghenion gweithredol a busnes yr adrannau Gwasanaeth Academaidd a Phroffesiynol wrth ddylunio a gweithredu datrysiadau technegol.	Ff/C	H
		1.7	Cyfarwydd â methodolegau dadansoddi a thechnegau dylunio	Ff/C	H

			systemau â'r gallu i'w cymhwyso i ddatrys problemau.		
		1.8	Sgiliau datrys problemau rhagorol gyda'r gallu i arwain ar ddatrys problemau cymhleth neu brin yn cynnwys nifer o bartïon/ darparwyr gwasanaeth.	Ff/C, Rh	H
		1.9	Hyddysg gydag amrywiaeth o ieithoedd rhaglenni, ysgrifenwyr adroddiadau, nwyddau system ac offer gweithredu system.	Ff/C	D
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Gwybodaeth am seilwaith TG, cymwysiadau TG a phrosesau gwasanaeth, yn ddelfrydol o fewn Sefydliad AU	Ff/C	H
		2.2	Ymwybyddiaeth o opsiynau	Ff/C	H
		2.3	Dealltwriaeth fanwl o'r egwyddorion sylfaenol y tu ôl i brosesau a gweithdrefnau cefnogi technegol.	Ff/C, Rh	H
		2.4	Gwybodaeth am reoli galw, cynllunio, blaenoriaethu ac amserlennu ceisiadau ar gyfer Gwasanaethau TG.	Ff/C, Rh	H
		2.5	Gwybodaeth am reoli prosiect TG a phrofiad o weithredu	Ff/C	H
		2.6	Y gallu i siarad Cymraeg	Ff/C	D
		2.7	Profiad o weithio mewn Addysg Uwch.	Ff/C	D
3	Addysg a Hyfforddiant	3.1	Addysg hyd at lefel gradd neu gyfwerth mewn cyfrifiadureg, peirianneg meddalwedd neu faes TG tebyg	Ff/T	H
		3.2	Cyfranogiad amlwg mewn Datblygiad Proffesiynol Parhaus.	Ff/T	H
		3.3	Aelod o gorff proffesiynol addas, neu'n gweithio tuag at achrediad.	Ff/C	D
4	Profiad Perthnasol	4.1	Gweithiwr proffesiynol TG hynod brofiadol gyda thystiolaeth o brofiad proffesiynol estynedig yn y Diwydiant TG, yn ddelfrydol mewn Addysg Uwch.	Ff	H

		4.2	Profiad o reoli prosiectau TG o'r cychwyn cyntaf hyd at gyflawniad llwyddiannus.	Ff, C	H
		4.3	Llwyddiant ac effaith amlwg yn sgil arwain, rheoli a chymell tîm yn effeithiol, gan sicrhau ymgysylltiad a gweithrediad unigol ac ar y cyd.	FF, C, RH	H
		4.4	Profiad o gynllunio strategol/gweithredol a'r gallu i ddatblygu a chyflawni cynllunio gweithredu allweddol	Ff, C	H
		4.5	Profiad amlwg o gydymffurfio â chontractau a rheoli cyllid yn effeithiol.	Ff/C	H
		4.6	Profiad o ymgysylltu/contractio cyflenwyr allanol a monitro perfformiad yn erbyn manylebau/Cytundebau Lefel Gwasanaeth.	Ff/C	H
5	Gofynion Arbennig	5.1	Hunan reolaeth a sgiliau personol - Ymwybyddiaeth o'ch ymddygiad eich hun ac ystyried sut mae'n effeithio ar eraill, gwella sgiliau personol i addasu arfer proffesiynol yn unol â hynny.	A, G	H
		5.2	Darparu gwasanaeth rhagorol - Darparu gwasanaeth o'r safon uchaf i gleientiaid allanol a mewnol. Meithrin perthnasoedd hirdymor didwyll ac agored er mwyn codi safonau.	A, G	H
		5.3	Darganfod datrysiadau - Ymgymryd ag agwedd holistig a gweithio'n frwdfrydig i ddadansoddi problemau a datblygu datrysiadau ymarferol. Adnabod cyfleoedd ar gyfer arloesi.	FF, C, RH	H
		5.4	Croesawu newid - Croesawu a dangos diddordeb mewn syniadau newydd a ffyrdd newydd o weithio. Addasu i sefyllfaoedd anghyfarwydd, newid mewn gofynion a newid mewn rolau.	Ff, C	H
		5.5	Defnyddio adnoddau yn effeithiol- Adnabod a gwneud y defnydd mwyaf cynhyrchiol o adnoddau, gan gynnwys pobl, amser, gwybodaeth, rhwydweithiau a chyllidebau.	FF, C, RH	H
		5.6	Ymgysylltu â'r cyd-destun ehangach Gwella eich cyfraniad i'r sefydliad drwy	FF, C, RH	H

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		ddeall y darlun ehangach a dangos ymrwymiad i werthoedd sefydliadol.		
	5.7	Datblygu eich hun ac eraill - Dangos ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun. Cefnogi ac annog eraill i ddatblygu eu gwybodaeth broffesiynol, sgiliau ac ymddygiadau proffesiynol i'w galluogi i gyrraedd eu potensial llawn.	FF, C, RH	H
	5.8	Cydweithio - Gweithio'n gydweithredol ag eraill er mwyn cyflawni amcanion. Cydnabod a gwerthfawrogi'r cyfraniadau gwahanol mae pobl yn eu cynnig i'r broses hon.	FF, C, RH	H
	5.9	Cyflawni canlyniadau - Bodloni amcanion a meini prawf llwyddiant y cytunwyd arnynt yn gyson. Cymryd cyfrifoldeb personol am gyflawni pethau. Cyfathrebwr perswadiol, arddull agored a chyfranogol gyda'r gallu i feithrin a chynnal perthnasau corfforaethol effeithiol.	FF, C, RH	H
Dyddiad Adolygu				

Allwedd	**Dull Adnabod**	**Ff**	Ffurflen Gais
		C	Cyfweliad
		P	Prawf
		T	Copi o Dystysgrifau
		Rh	Rhoi Cyflwyniad
		G	Asesiad Grŵp
	Pwysigrwydd	**H**	Hanfodol
		D	Dymunol

Job Description

Prifysgol Wrecsam
Wrexham University
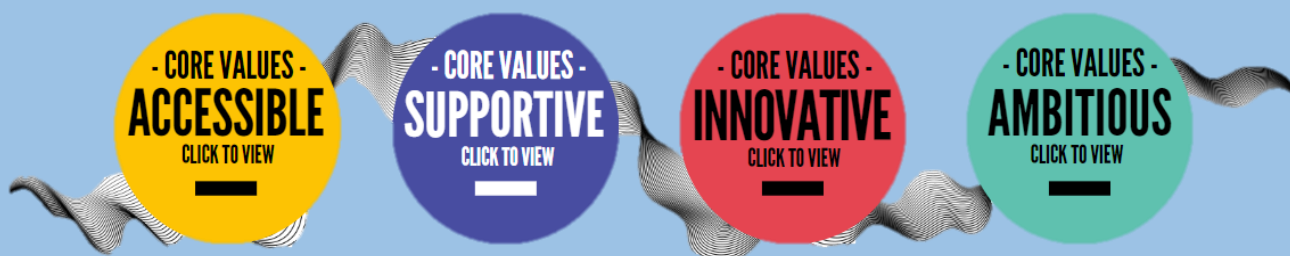
Faculty/Department	Information Services
Job Title	Business Applications and Systems Development Manager
Reports to	Director of Information Services
Grade	MAN1

Principal Accountabilities

In conjunction with the Director of Information Services, the Business Applications and Systems Development Manager will own the Business Applications portfolio and provide expert software and systems development advise & support to meet the needs of the business.

To ensure the appropriate business applications,systems and software solutions are developed & integrated to deliver, support and transform the University's business activities and to work with the Director of Information Services to deliver a University Business Applications Portfolio Plan.

To provide leadership and focus to ensure staff have a supportive and enabling environment in which they can work effectively whilst achieving a high degree of job satisfaction.

To establish programme and project management processes, methods and practices including demand management, forecasting, project prioritisation, delivery and implementation.

Develop and maintain appropriate technical/operational standards and quality assurance processes for monitoring team output and ensuring delivery of tasks to agreed standards and within deadlines and budgets by establishing demand management, prioritisation controls, and delivery KPIs.

To work closely with senior colleagues across the University to ensure that internal systems are integrated to maximise flexibility and efficiency.

Key Tasks

In conjunction with the Director of Information Services, work closely with University staff and external partners/consultants/contractors to define, develop and execute IT and Digital plans,

policies and solutions which meet relevant institutional, professional, legislative and regulatory requirements and a team capable of delivering these.

Identify key trends, strengths, weaknesses and opportunities to enable continuous improvement and efficiency in Business Applications and Integration provision, and to exploit IT as a differentiator for the University's overall aims and objectives.

To recommend changes and improvements to the Business Applications portfolio, and the Digital Infrastructure Plan.

Manage the development and support a range of bespoke applications and interfaces which provide information systems using a range of skills including MS SQL, Oracle, .Net and web technologies.

Manage, lead and develop a team to facilitate and support the core business solutions of the University. Maintain existing application services, integrations, interfaces and database management systems whilst identifying future solutions to improve, enhance and replace the existing ones to maintain competitive advantage and benefit the University. Ensure the availability and integrity of business-critical information systems is maintained at all times.

Establish and implement industry best practice Service Delivery processes and standards, baselining service quality and developing plans to improve quality and service management capability maturity.

Provide technical advice & support on all aspects of university computer software systems and digital solutions and liaise with external support on technical architecture, detailed design, implementation framework, code-base and project road maps etc as necessary.

Responsible for the security of the University business applications, systems, and services including data integrity and business continuity. Ensure any security and other major incidents are investigated and resolved. Conduct periodic security reviews of systems and maintain awareness of industry cyber security practices and current developments

In consultation and collaboration with the Infrastructure and Technical Support Manager, manage and deliver the 2nd and 3rd line application support function to deliver high quality and timely problem resolutions for the business. Oversee, prioritise and schedule the work of the team to ensure support is responsive, efficient and professional whilst limiting any detrimental impact to any new system delivery activities.

Develop and implement robust processes, systems and procedures across all areas within the Business Applications and Integration portfolio. Manage and monitor performance and quality of work carried out by individuals, teams & service providers, ensuring all H&S requirements are adhered to and high standards achieved.

To work with the Director of Information Services on the setting and management of associated budgets, ensuing contracts are tendered and awarded in line with the financial regulations. Negotiate, establish and monitor all service agreements and support contracts with external and third-party suppliers. Authorise and approve payment of accounts to suppliers and contractors on satisfactory completion of works/delivery of goods & services.
Responsible for all aspects of staff management, development and career development including selection and recruitment, training and development, consultation and communications etc, leading the team to the achievement of critical key performance indicators.

To propose and agree with the Director of Information Services an achievable set of KPI targets and outcomes against which the impact of the department and the team can be measured. Develop and maintain Service Level Agreements across all service areas and with external suppliers/partners where appropriate.

Establish and maintain effective working relationships and professional partnerships across the University and take a lead to identify and understand the short, medium and long-term needs of the business and its staff and students, identifying innovative solutions to improve business applications and systems, and initiate transformative change.

Review software developments, applications and systems and establish long term, multi-year, plans and roadmaps for replacements and upgrades ensuring compatibility and integration with existing systems. When appropriate, make recommendations on areas for new capital investments, and lead on new developments, implementations, and software/system replacement projects.

To represent the University at external events and through membership of external bodies, to identify sector best practice and to contribute to the management and reputation of the University. Build and maintain collaborations with a variety of external agencies relevant to areas of responsibility. Deliver presentations and actively participate in external events with peers from other Universities.

Work collaboratively be able to persuade and influence other teams within the directorate to adopt best practices and standards.

As required, deputise for the Director of Information Services and the Infrastructure and Technical Support Manager, being flexible and supportive in ensuring operations continue to operate in their absence.

Special Features

Evenings, weekend or out of hours support may be required from time to time. Flexible approach to working hours is therefore required.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Prifysgol **Wrecsam**
Wrexham University

Job Title:

| Business Applications and Systems Development Manager |

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria

	Attributes	Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Strong leadership and management skills, ability to maximise both team and individual performance.	A,I	E
		1.2	Ability to initiate, deliver and manage projects against deadlines and KPI's.	A,I	E
		1.3	Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments while effectively communication technical ideas to non-technical colleagues	A,I, G	E
		1.4	Proven ability to be creative, innovative and incisive, ensuring a lean and efficient approach to working practises and processes	A/I	E
		1.5	The ability to build and sustain effective professional working relationships with IT and the wider University and business environment.	A/I	E
		1.6	Ability to analyse the operating and business needs of Professional Service & Academic departments.	A/I	E
		1.7	Familiarity with and ability to apply systems analysis and design methodologies to problem solving.	A/I	E
		1.8	Excellent problem-solving skills with the ability to take the lead to resolve complex or	A/I, G	E

			infrequent problems involving multiple parties/ service providers.		
		1.9	Conversant with a variety of programming languages, report writers, system utilities and operating system tools.	A/I	D
2	General & Specialist Knowledge	2.1	Knowledge of IT Infrastructure, IT applications and service processes, preferably within a HE Organisation	A/I	E
		2.2	Awareness of current technical options for server, print, network, desktop, laptop, mobile computing equipment configuration and connectivity.	A/I	E
		2.3	In-depth understanding of the basic principles behind technical support processes and procedures.	A/I, G	E
		2.4	Knowledge of demand management, planning, prioritising and scheduling requests for IT Services	A/I, G	E
		2.5	Knowledge of IT project management and implementation experience	A/I	E
		2.6	Welsh speaking	A/I	D
		2.7	Experience of working in Higher Education	A/I	D
3	Education & Training	3.1	Educated to degree level or equivalent in computer science, software engineering or similar IT field	A/C	E
		3.2	Demonstrable participation in Continued Professional Development.	A/C	E
		3.3	Member of, or working towards accreditation of an appropriate professional body	A/I	D
4	Relevant Experience	4.1	A highly experienced IT professional with evidence of extensive professional experience in the IT Industry, ideally in Higher Education.	A	E
		4.2	Experience of managing IT projects from initial conception to successful completion	A,I	E
		4.3	Demonstrable success and impact from effectively leading, managing and motivating staff, securing individual and collective engagement and action.	A,I, G	E

		4.4	Experience of strategic/operational planning and ability to develop and delivery key action plans	A,I	E
		4.5	Proven experience of effective contract compliance & budget management.	A/I	E
		4.6	Experience of engaging/contracting external suppliers and monitoring performance against specifications/SLA's.	A/I	E
5	Special Requirements	5.1	Managing self and personal skills-Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.	I, G	E
		5.2	Delivering excellent service- Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up standards.	I, G	E
		5.3	Finding solutions-Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.	A,I, G	E
		5.4	Embracing change- Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands, and changing roles	A,I	E
		5.5	Using resources effectively-Identifying and making the most productive use of resources including people, time, information, networks, and budgets.	A,I, G	E
		5.6	Engaging with the wider context Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.	A, I, G	E
		5.7	Developing self and others-Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills, and behaviours to enable them to reach their full potential.	A, I, G	E
		5.8	Working together-Working collaboratively with others in order to achieve objectives.	A, I, G	E

			Recognising and valuing the different contributions people bring to this process.		
		5.9	Achieving results - Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done. Persuasive communicator, open and participative style with the ability to build and maintain effective corporate relationships.	A, I, G	E
Date of Revision					

Key	**Identification Method**	**A**	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	**E**	Essential
		D	Desirable