



Cumberland Council

Post Specification

Date	January 2025
PG Number	6664
Post Title	Service Lead - Applications
Job Family	Regulation and Technical
Job Family Role Profile	RT15
Final Grade	Grade 15

To be read in conjunction with the job family role profile

Service Area description	
ICT Service	
Purpose of this post	
<ul style="list-style-type: none">• The purpose of the Service Lead – Applications is to provide subject matter expertise, technical guidance and technical leadership for the corporate applications within and across teams• Supporting the Applications and Data Manager with technical advice, service planning and other related issues.• Operational line management of the Application & Data Engineers and Technicians within the team.• Working within the ICT team to deliver the best experience for the end-user.	
Key job specific accountabilities	
<ul style="list-style-type: none">• Provide subject matter expertise, technical guidance and technical leadership within and across teams.• Evaluate new products, upgrades and enhancements and create plans for implementation of such.• Act as a “Technology Watch” within the team, keeping abreast of developments in related areas, disseminating this information and assisting with the formulation of forward plans for adoption where appropriate• Contribute to ICT service planning by establishing business needs and proposing ICT solutions.• Lead, manage and deliver cross functional improvement Programmes and Projects including the management of a number of projects concurrently• Propose and develop appropriate ICT policies and review / update these policies and documentation• Supports the asset and change management processes through thorough record keeping and reporting (and also supports other ITIL disciplines)• Analyses and repairs product failures (software and hardware) including the Interpretation of diagnostics reports (e.g. system logs, network statistics, fault codes etc.) to determine root causes.• Providing advice on the interpretation and application of ICT policies (such as coco, ITIL, security policy, better places for work etc.), technical principles and regulations/legislation.	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none">• None

Staff Management Responsibilities	<ul style="list-style-type: none"> • Operation line management of team staff
Other	<ul style="list-style-type: none"> • None
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • Honours degree, professional accreditation or equivalent relevant demonstrable competence • Extensive technical, specialist and theoretical knowledge of the applications life cycle including design, development and support. • Breadth of knowledge across application platforms and reporting tools. • Takes professional lead in a defined complex area to achieve operational objectives or provide expert advice in a supporting function. • Theoretical and practical knowledge of the effective application of ICT in organisations. 	
Disclosure and Barring Service – DBS Checks	
This post does not require a DBS	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Minimal emotional demand
Physical Demands	<ul style="list-style-type: none"> • Occasional demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces
Working Conditions	<ul style="list-style-type: none"> • No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour
Other Factors	
<ul style="list-style-type: none"> • Ability to travel independently to sites throughout the county 	