Business Application Specialist

Service:	Central Services
Responsible To:	Business Systems Manager
Salary:	Points 31 - 37

Job Purpose

The Business Application Specialist is responsible for the technical and platform management of Percy Hedley's suite of cloud-based business applications. They are primarily responsible for helping the Foundation establish a professional, well-managed application estate.

The role includes improving reliability and security, reducing technical debt, strengthening supplier performance, introducing appropriate automation, and ensuring that data can flow effectively between systems.

They work alongside business leads and technical colleagues to ensure the applications used by Percy Hedley staff are fit for purpose, are well documented, and that they represent good value for money.

Main Duties

- Provide second and third-line technical support for the Foundation's portfolio of business applications, taking ownership of incidents through to resolution.
- Administer, maintain and optimise cloud-based business applications, including configuration, access, permissions, updates, patches and upgrades.
- Monitor application health and performance, identify recurring problems and implement improvements to reliability and service quality.
- Support and troubleshoot integrations, APIs and data flows between applications, working with technical and data colleagues where required.
- Manage technical relationships with application suppliers and support partners, escalating issues and monitoring the quality of service provided.
- Maintain appropriate application security, access controls and technical change processes.
- Identify and implement opportunities for automation, integration and process improvement that reduce manual activity and improve efficiency.
- Support application changes, implementations, upgrades and improvement projects, including configuration, testing and transition into operational support.
- Maintain accurate technical documentation, application records, procedures and support knowledge.
- Work with business leads, IT colleagues and suppliers to develop application improvement plans and ensure systems remain fit for purpose.

- Monitor the effective use of systems and licences and identify opportunities to improve value, consolidate applications or remove unnecessary technology.
- Provide specialist technical advice on business applications and translate technical issues into clear information for non-technical colleagues
- To undertake any other reasonable duties at the discretion of the line manager.

Person Specification

Essential Criteria

Skills and Knowledge

- Strong understanding of supporting SaaS applications
- Ability to resolve incidents within applications, including critical incidents.
- Identifying recurring incidents and implementing fixes.
- Understanding of authentication, single sign-on and identity management concepts.
- Managing application permissions and role-based access controls.
- Good understanding of APIs, web services and data integration.
- Good understanding of cybersecurity, technical risk management, and technical change management.
- Automating repetitive technical or administrative tasks.
- Creating and maintaining accurate documentation.

Qualifications and Training

- Demonstrable experience relevant to the role.

Experience

- Working within an application support team which manages multiple applications.
- Supporting and managing SaaS solutions.
- Managing application upgrades and patches.
- Using monitoring, telemetry and reporting to proactively identify risks and opportunities.
- Designing, implementing or supporting system integrations.
- Troubleshooting integration failures and data transfer or quality issues.
- Managing software vendors or managed service providers.
- Holding suppliers accountable for service performance and contractual commitments.
- Working with reporting and analytics colleagues to improve data availability and consistency.
- Experience of working with Entra ID or Active Directory.
- Monitoring license utilisation.
- Eliminating manual end-user processes through system integration and automation.
- Using scripting, workflows or low-code platforms to improve general efficiency.

Desirable Criteria

Skills and Knowledge

- Knowledge of Microsoft Fabric.
- Knowledge of Microsoft Power Platform.
- Knowledge of dedicated integration platforms.
- SQL skills.

Qualifications and Training

- Cloud certifications e.g. Microsoft Azure AZ-900, MS-900, SC-900.
- ITIL Foundation v5 or v4.
- Professional certifications relevant to application management, cloud technologies, business analysis or project management.

Experience

- Developing or contributing to the development of application roadmaps or improvement plans.
- Identifying opportunities to rationalise the application estate by combining, replacing, or decommissioning systems.
- Writing or contributing to business cases to justify further investment in business applications.
- Previous involvement in technology procurement decisions.
- Defining and monitoring application service health measures, KPIs or SLAs.
- Working within a public cloud platform such as Azure or AWS.
- Supporting applications used within an education setting.
- Supporting applications used within a social care setting.
- Working within an ITIL environment.

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.
- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.






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We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.