Loughborough University

Cloud Applications Manager
Job Ref: REQ260179

Department summary:

IT Services deliver the digital environment at Loughborough University that supports excellence in teaching and learning, research, enterprise and sport. With an outstanding track record in delivering innovative solutions and sector-leading services, IT at Loughborough has topped numerous polls for student satisfaction, including being rated the highest amongst English universities for five years in a row in the National Student Survey.

As part of the new IT strategy, we are seeking to put agility and responsiveness at the heart of our approach. This includes building our capabilities in product management, agile development, effective use of cloud platforms and collaboration with our users.

Job Description

Job Family and Grade: Management and Specialist Grade 7

Job Purpose

The role will be responsible for the operational management of Software-as-a-Service (SaaS) applications in use across the University. This will include taking ownership of the complete end to end process from requests to the ongoing management of the software portfolio. Through engagement with IT Business Partners, IT product owners, business owners and technical experts within IT Services, the Cloud Applications Manager will ensure all SaaS-based services are (and remain) fit for purpose, value for money, necessary and secure.

The post holder will apply skills of process review and management, business and systems analysis, supplier management and technical knowledge of integration, authentication and security to assess and implement SaaS solutions, drive their continuous improvement and ensure their ongoing security.

Job Duties
- Take ownership of all SaaS applications in use at the University that do not fall within existing product portfolios, including those built within the Office365 environment. Build relationships with business and academic sponsors in order to understand the supported processes and value propositions of applications.

- Apply a functional technical knowledge of application integration, authentication and information security to assess the suitability of new SaaS applications.

- Work with stakeholders across the University to understand requirements for SaaS solutions and identify appropriate solutions, recommending the use of existing services in preference to deploying new ones.

- Assess requests for SaaS solutions, working with experts in IT Services to ensure any such requests pass security, information governance, integration and service management criteria.

- Manage the service transition process for new SaaS applications, ensuring appropriate support, training and business continuity plans are in place for each.

- Improve and own the process for the ongoing review of existing SaaS applications, ensuring that security, value for money and other requirements continue to be met. Use an Application Portfolio Management (or equivalent) approach to actively consolidate and streamline the SaaS applications in use, and to assess and manage the risks associated with the SaaS's in that portfolio.

- Continuously improve and own the procedures and systems for capturing technical, contractual and operational information for SaaS applications in use at the University.

- Ensure all work related to SaaS solutions is fully compliant with the relevant governance frameworks, including information governance, change management, accessibility legislation, process management, procurement policies and IT portfolio governance.

- Ensure all SaaS applications that are no longer required are decommissioned, and that the data is recovered or deleted, as required under information governance regulations.

- Ensure all SaaS applications are secure, compliant, robust and incorporate privacy by design throughout.

- Collaborate effectively across IT Services, engaging constructively with team members or managers to solve cross-cutting problems.

- Act as the primary interface between the business, external suppliers, and technical IT staff throughout the full lifespan of a cloud delivered application ensuring solutions are sustainable and continue to meet the business needs.

- Provide help and guidance to colleagues in IT Services who utilise the Software Risk Assessment process for SaaS applications within their area of responsibility.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Head of Academic and Business Partnering

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:
1 – Criteria measured within the Application
2 – Criteria measured at Test/Assessment Centre/Presentation
3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Of business/ systems analysis and technical requirements specification in a corporate environment.	1,3
	Of complex business systems and practices, and information systems' standards and methodologies.	1,3
	Of working with Business System owners, and others within the business on the assessment, implementation and ongoing support of systems.	1,3
	Of developing, reviewing and improving business processes used by stakeholders to deliver effective and efficient business operations.	1,2,3
	Of supplier management, specifically where applications are delivered via public cloud infrastructure (e.g. Software as a Service)	1,3
Skills and abilities	Exceptional interpersonal and influencing skills, with the ability to demystify "tech jargon" for academic and non-technical stakeholders.	2,3
	Ability to present information professionally and in a format suitable to its intended audience.	2,3
	Analytical skills and ability to work to agreed standards and with complex business processes, datasets and systems.	1,3
	A functional understanding of web based Single Sign On (SSO) technologies and authentication.	1,3
	A functional understanding of the application of data integration technologies and approaches, including APIs and middleware.	1,3
	Awareness of technical standards and procedures and methods of managing them.	1,3
	A proven ability in building professional relationships across the business.	1,3
	A functional understanding of Information Security and Data Protection best practice and regulations.	1,3
	Ability to multi-task, manage one's own time well and work under pressure.	1,3
	Ability and eagerness to meet new objectives and learn new skills.	1,3
	Ability to get on well with people, including when under pressure.	1,3
Qualifications	A University degree or equivalent qualification	1
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Of formal project Management.	1,3
	Of working as a Business Partner in an IT environment.	
Skills and abilities	Use of workflow tools in the Microsoft Office365 environment.	1,3
Qualifications	Project Management Qualification	1,3

Conditions of Service

The appointment will be subject to the University's Terms and Conditions of Employment relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.

- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our **vision and values**.

Our Accreditations

We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their career.

We are proud to be a Race Equality Charter Member. The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).

We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.

We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

We are proud supporters of the City of Sanctuary movement and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.