



Role Profile

The Role			
Role Title:	Platform Governance Manager	Reporting to (job):	Head IT Operations
Legacy job titles covered by this role profile:	Applications and Platform Manager/Release Manager (merger of these two roles)	Jobs that typically report into this role:	Senior Applications Analyst Applications Analyst Database Administrator
Function / Org Unit	Finance, IT and Planning / IT	Job Number:	
Base and travel	Southwater	Band (<i>to be assigned by Reward</i>)	C
Role Dimensions			
Number of direct reports	<u>6</u> occasional additional contract resource as required	Manager/Individual Contributor:	Manager
Number of dotted line reports		Budget (Operating/Capital)	N/A
Total No of Reporting Staff (include all direct and indirect reports)	<u>6</u>	Decision Making Authority & Responsibility for Resources	<p>Platform Management - responsible for maintaining the ongoing security, integrity, availability and performance of the Society's key information systems platforms and related databases. These platforms are vital to sustain the income and operations of the Society. Platforms include (but not limited to) Salesforce, Liferay website, Oracle and Talend (ETL).</p> <p>Critical incident decision making - provides technical guidance and determines best approach to achieve timely resolution of a critical incident impacting</p>

			<p>Change Management - key contributor for change approvals for enterprise platform changes and sole approver for low priority changes raised by applications and database analysts.</p> <p>Supplier management and performance review - working with the Services Manager to agree with suppliers adequate standards, processes and procedures as a measure to determine supplier performance.</p> <p>Project Resource Decisions - determines resource allocations to projects, balancing the needs of the individuals, the team and the project.</p> <p>Continual service improvement - the post holder needs to use their own initiative to analyse the team's process and procedures, generate and implement new initiatives to assure continual service improvement to make the best use of the team's time.</p>
Working Environment	Office Based Part of the IT On-call escalation rota (7am-11pm - 7 days per week, 1 week in 4)		
Role Purpose	<p>Responsible for the governance and support for Society wide application platforms with focus on Salesforce and web based applications, database administration and integration with 3rd party systems.</p> <p>Managing team providing 3rd line support and consultancy for enterprise platforms.</p> <p>Responsible for ensuring release processes and procedures are followed, and identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes.</p> <p>Ensures all management of platforms and releases are made in a controlled manner with minimum disruption and risk to service.</p>		

Principal Accountabilities

Release and Deployment: Level 5

- Leads the assessment, analysis, planning and design of release packages, including assessment of risk
- Liaises with business and development teams, colleagues, suppliers and partners, and with Service Acceptance on release scheduling and communication of progress.
- Leads the deployment activity, whether manual or automated, liaising with all relevant participants to ensure that processes and procedures are followed. Leads the investigation into any problems during deployment and initiates roll-back when needed.
- Conducts post release reviews, to ensure that all stakeholders are informed, that fixes and changes have been successfully applied and concessions obtained for any exceptions where appropriate.
- Ensures release processes and procedures are applied and that any known problems which are accepted into live operation are formally recorded in the operational knowledge management system.
- Ensures that release process elements are in compliance with implemented standards, both industry and external, and security requirements,

Change Management: Level 5

- Develops implementation plans for complex requests for change.
- Evaluates risks to the integrity of service environment inherent in proposed implementations.
- Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management.
- Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.

Problem management: Level 5

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting system(s).
- Enables development of problem solutions.
- Coordinates the implementation of agreed remedies and preventative measures.

Capacity management: Level 5

- Manages capacity modelling and forecasting activities.

	<ul style="list-style-type: none"> • Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. • Provides advice to support the design of service components including designing in flexible and scalable capacity. • Works with business representatives to agree and implement short- and medium-term modifications to capacity. • Drafts and maintains standards and procedures for service component capacity management and ensures the correct implementation of standards and procedures. <p><u>Continuity management: Level 4</u></p> <ul style="list-style-type: none"> • Implements and contributes to the development of a continuity management plan. • Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes. • Coordinates the planning, designing, and testing of maintenance procedures and contingency plans. <p><u>Supplier management: Level 3</u></p> <ul style="list-style-type: none"> • Acts as the routine contact point between the organisation and suppliers. • Supports resolution of supplier related incidents, problems, or unsatisfactory performance. • Collects and reports on supplier performance data. <p><u>Performance management: Level 4</u></p> <ul style="list-style-type: none"> • Allocates routine tasks and/or project work. • Provides direction, support and guidance as necessary, in line with individuals' skills and abilities. • Monitors progress against agreed quality and performance criteria. • Acts to facilitate effective working relationships between team members.
Key Interfaces	<p>Development Manager/Senior Developers - ensuring that code releases are ready for deployment, have undergone suitable testing and code coverage requirements are met. Provision of pre-production environments and test data sets where required. Also to provide admin and configuration resource to sprints as required.</p> <p>Service Transition Manager - ensuring that the receiving technical teams (including own team) and business areas are ready to support and use code/changes that are forming a release.</p> <p>Technical Design Authority - to contribute to and seek approval for technical design changes.</p> <p>Change Advisory Board (CAB) - member of CAB presenting changes for releases. Presenting details of the release and implementation, testing and backout plans and put the case for the change to be approved</p>

	<p>Business functions - communicating changes, releases and opportunities relating to platforms (e.g. quarterly Salesforce releases) to business stakeholders.</p> <p>Project Managers - agreeing resource assignments or additional resource funding. Provision of pre-production environments and test data sets where required.</p> <p>Services Manager - providing 3rd line support resources and contributing to the achievement of required service levels. Contributing to problem and major incident management</p> <p>Operational teams - Ensuring (with service transition manager) that support/operations resources are trained and supported over platform changes or new capabilities.</p> <p>Third party providers - to manage major platform releases, for example new release of New Voice Media (NCC telephony platform). Build effective long term relationships with third party customer success managers or equivalent to ensure we get the information and support required in relation to the release/upgrade.</p>
The Person	
Personal Attributes and Key Competencies	<p>SFIA Generic level: Level 5</p> <p>Autonomy Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.</p> <p>Influence Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage.</p> <p>Complexity Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.</p>

	<p>Knowledge</p> <p>Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within own area of influence.</p> <p>Business skills</p> <ul style="list-style-type: none"> • Demonstrates leadership. • Communicates effectively, both formally and informally. • Facilitates collaboration between stakeholders who have diverse objectives. • Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. • Analyses requirements and advises on scope and options for continuous operational improvement. • Takes all requirements into account when making proposals. • Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder • Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. • Assesses and evaluates risk. <p>Security</p> <ul style="list-style-type: none"> • Proactively ensures security is appropriately addressed within their area by self and others. • Engages or works with security specialists as necessary. • Contributes to the security culture of the organisation.
<p>Essential Key Skills, Qualifications & Experience</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • Salesforce Certified Administrator. • Degree Level education or equivalent in IT systems. • 3+ years experience of working with similar role. <p>Skills/Experience Of</p> <ul style="list-style-type: none"> • Managing a team of technical specialists. • Platform Governance, ideally Salesforce. • Managing change and release across variety of teams.

	<ul style="list-style-type: none"> • Governing a “route to live” framework. • Technical understanding of APIs, database management and ETL (extract transform load) concepts. • Ability to create and develop processes and procedures.
Desirable Key Skills Qualification & Experience	<p>Qualifications</p> <ul style="list-style-type: none"> • ITIL Foundation. • Salesforce certified advanced administrator. <p>Skills/Experience of</p> <ul style="list-style-type: none"> • Field Service Lightning. • Salesforce Marketing Cloud. • Apex, Visual force • ETL tools (such as Talend or Mulesoft). • Source control. • Continuous Integration. • Dealing with multiple projects and cross-functional teams.

Creation and Authorisation			
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>			
Profile written by:	Nick Hutcheson / Nick George	Role:	HoD IT Operations, AD IT
		Date:	20th July 2020
Approved by (operations):	Nick George	Role:	AD IT
		Date:	23rd April 2021
Approved by (HR):	Michelle Creasey	Role:	HR
		Date:	April 2021
Date Job last evaluated:			