



JOB DESCRIPTION

ROLE:	Venue Management System (VEMS) Application Manager
DEPARTMENT:	Business Support
REPORTS TO:	Business Support Director
DURATION:	Permanent Post

Main Purpose of Job:

Belfast Waterfront and Ulster Hall wish to recruit a dedicated Application Manager to manage the company wide event management application system provided by Ungerboeck Software. This system is hosted directly by Ungerboeck who are also responsible for executing updates and fixes, managing new version releases and undertaking system environment/server tasks.

Summary of responsibilities & personal duties:

- Administration and configuration of the Belfast Waterfront & Ulster Hall event management application (Ungerboeck Software)
- Ensuring operation, business process integration and innovation management of the application (in co-operation with the internal IT department and the software vendor)
- Point of contact for business units, users and software vendor / software vendor support
- Coordination and test of patches and new versions (in co-operation with the software vendor)
- Process and configuration documentation (building an internal knowledge base/user forum)
- Incident Management (link between users and software vendor support)
- Preparation, co-ordination and execution of user training/familiarisation to all relevant team members
- Project management for technical developments, customization and new process/module implementation (in co-operation with the software vendor)
- Implementation of regular key user meetings to understand current issues, monitor progress and agree actions
- Understanding management reporting requirements and developing solutions delivering key information in an efficient and effective manner
- Developing Crystal Reports and rolling out to the wider team
- Show respect to your colleagues and to understand and adhere to the BWUH values including Dignity at Work
- To work in collaboration and to support all the teams with which they have contact in achieving BWUH's objectives.
- Any other duty as required by the line manager commensurate with the post.





Person Specification

Essential Criteria

Qualifications:

Applicants must, as at the closing date for receipt of application forms:

- have a third level qualification in a relevant subject, such as Business Informatics, Information Technology, Computer Science or equivalent qualification.

Experience:

Applicants **must** demonstrate on their covering letter that they have at least two years' experience of :

- understanding software systems
- working as a system lead in a similar role
- working Knowledge of IT system landscape architecture
- database concepts, SQL and Crystal Reports and understanding of the requirements for change and innovation (in the style of an internal business analyst/consultant)
- working knowledge and use of Crystal Report writing

Short-listing criteria:

BWUH reserves the right to shortlist only those candidates who:

- Have a minimum of three years' relevant experience in each of the areas
- Have direct experience working in a similar sector and using a venue event management system.
- Experience in the utilization and/or administration of Ungerboeck Software (formerly known as EBMS)

Skills and attributes:

Applicants must be able to demonstrate the following competencies (not an exhaustive list) which may be tested at interview:

Communication skills: the ability to communicate effectively, orally and in writing, to colleagues and customers, and the ability to document work clearly and thoroughly in a way that relevant stakeholders can understand.

Technical knowledge: an understanding of computer software and systems, application management, developing management reports, database systems and user training.

Organisational skills: the ability to effectively plan and prioritise workload and manage time effectively to minimise peaks and troughs of work.

Customer care skills: an understanding of the principles of customer care and the ability to deal appropriately with a range of customers.

Analysis and decision making skills: the ability to extract, analyse and report upon service information

Team working skills: Team-oriented attitude with a proactive and self-dependent working style, who has the ability to work effectively to encourage co-operation and working together to achievement objectives.

To Apply:

To apply for this post, please send us a comprehensive CV that details your relevant qualifications, experience and work history along with a covering letter and monitoring form to:

hrinbox@waterfront.co.uk or posted to HR Team, Ulster Hall, 34 Bedford Street, Belfast BT2 7FF.

Please Note: Applications will not be accepted without a covering letter.

In the covering letter, applicants should provide evidence of experience required, as outlined in the employee specification.

Closing date for applications is **Sunday 28 May 2017**.

Please note that it is the applicants' responsibility to ensure that their CV, Covering Letter and Monitoring Form are submitted by this closing date and time.

Short-listing, testing and interview dates

It is envisaged that the short-listing will take place week commencing 29 May 2017. Interviews will be held week commencing 5 June 2017.

Belfast Waterfront & Ulster Hall will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.