Head of Software Development
Directorate of Information services

Closing date: 7 March 2019
Interview date: 22 March 2019
Vacancy reference: 7411
INTRODUCTION

This post has been created to lead the development arm of the Enterprise Systems team as we undertake a significant expansion, which will see the number of development teams at least double from the three currently in place. We are continuing a significant programme of work to enhance the systems and services that underpin all of the University’s activity. You will contribute to the success of our services through skilful leadership of the development teams. Currently, each development team consists of 4 to 5 Developers and is managed by a Development Team Leader, but we would like the post holder to consider how teams should be structured as we adopt more Agile ways of working. Our team leaders are very collaborative and we expect the post holder to create an environment where this approach can continue to thrive.

We have already started to move our business systems away from on-premise hosting, using SaaS as our default approach for replacements. We are now beginning to use AWS and this will be the main platform on which we will build our data architecture and a suite of APIs for integration, application development and reporting. You will join us at an exciting time and will be able to take the opportunity available to this leadership role as we transition to the AWS platform.
Main purpose of the role

A senior role, responsible for a number of software development and system integration teams that create high quality digital services for staff and students. You will work closely with the Portfolio Manager to ensure service developments are resourced appropriately and with Development Team Leaders to define overall architecture and the software development lifecycle. You will coach teams and help shape the organisation to adopt Agile approaches for development and service management. The intention is that teams will include colleagues from our infrastructure group and business system specialists from the wider organisation and you will take a lead in promoting this approach.

Key responsibilities (Role holders will be required to undertake some or all of the duties below)

The post holder will work collaboratively with all colleagues in IT Services and relevant contacts in University departments.

- To play a key role in the development of strategy in relation to digital services that meet the requirements of the IT Services and University Strategies.
- To manage teams in the design of high quality and flexible system and integration environments that are reliable, resilient and scalable, based on a common underlying technical architecture.
- To work closely with portfolio manager and development teams when resource planning for service developments, at a departmental and University level.
- To be part of the IT Senior Management Team, advising the group on issues relating to digital services and systems used by the University.
- To lead development teams to achieve optimum resource utilisation and effective team working.
- To liaise closely with service delivery partners to ensure current services and future developments meet client needs. This includes establishing and monitoring service delivery standards.
- To maintain awareness of developments in the discipline of IT, data integration, application development and architecture considering the implications and opportunities they present for the University.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Other features of the job:

Very occasionally, the post holder may be required to work out of normal hours or at the weekend to implement new systems or upgrades to minimise the disruption to the University community.

To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working hours.

Condition of appointment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
# PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Degree or equivalent experience</td>
<td>Essential</td>
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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>The operational requirements and challenges of supporting high availability services in a complex organisation</td>
<td>Essential</td>
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<td>The pros and cons of various system and integration architectures</td>
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<td>A good understanding of information security and privacy requirements for digital services</td>
<td>Essential</td>
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<td>Current software development methods, standards and tools to support the SDLC</td>
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<td>How teams develop and support services on AWS</td>
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<th>Skills, abilities and competencies</th>
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<td>Able to lead and coach development teams through technology and platform changes</td>
<td>Essential</td>
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<td>Can communicate the benefits of digital services and process improvement to colleagues and senior managers</td>
<td>Essential</td>
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<td>Leading teams in the design of high quality and flexible system and integration environments</td>
<td>Essential</td>
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<td>Able to contribute to the strategic direction of the department and the services it runs</td>
<td>Essential</td>
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<td>Supplier management and engagement</td>
<td>Desirable</td>
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# PERSON SPECIFICATION

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<td>Service development using Agile methods such as Scrum and Kanban</td>
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<td>Leading development teams to balance operational support and new development activity</td>
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<td>Supporting development teams in upholding development principles and maturing into self-organising teams</td>
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<td>Contribution to procurement decisions ensuring that solutions support architecture and security principles</td>
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<td>Introducing Agile ways of working in organisations more familiar with traditional project methodologies</td>
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## Personal attributes

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<td><strong>Essential</strong></td>
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<td>Maintains an excellent understanding of technologies applicable to the industry they work in</td>
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<td>Able to influence and motivate others to achieve strategic goals</td>
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<td>An advocate of technology and high quality digital experiences</td>
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<td>Committed to delivering a high quality customer focussed service.</td>
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<td>Self motivated, particularly with regard to your own professional development</td>
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<td>Creates internal and external networks that support the business of the University</td>
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The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

**IT Services**

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

**Library Services**

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study
THE DEPARTMENT

spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. We also provide records management, Freedom of Information and Data Protection services for the University.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7411
- Complete the online application form

You will need to submit your completed application by midnight 7 March 2019

What will I need?

You will need to upload:

- your CV
- a letter describing how you meet the requirements of the job

You will also need details of 2 referees.

Help and assistance

Direct any informal queries to Andrew.male@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835