Software Development Team Leader

**Department:** Directorate of Technology, Estates & Facilities - IT Services - Digital Services, Software Development Team

**Hours of work:** Full-time 37 hours per week, or part-time with a reduced number of hours per week (flexible)

**Contract type:** Open

**Salary:** £42,155 - £51,805 per annum, plus a £6,000 market supplement
Introduction

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

Technology: IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.

Digital: Software, Projects, BA/change management.


Estates Development: Estates Programmes, Projects, and DTEF Engagement.

Facilities: Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings

Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the Software Development team within Digital Services. The Digital Services team develops and delivers innovative IT solutions that are fundamental to the delivery of outstanding teaching and learning and world class research undertaken at the University.

Our developers work in multi-talented agile service delivery teams delivering solutions and supporting digital systems around a theme, for example Student Experience, or Teaching and Learning. Each team is led by a Development Team Leader and a Product Owner in concert.

Recent projects the teams have worked on include:

- Developing the University’s Track and Trace system
- Developing the University website’s course search
- Adopting and integrating a new timetabling product
- Developing the in-house MyUoY mobile app for students

We are committed to supporting our staff to learn new skills and as such would like to actively encourage applications from people who can bring new experiences and ideas, have the right attitude and aptitude. As such the post holder will not need previous experience of every tool or technology listed in the job description.

Main purpose of the role

The post holder will be one of 5 Software Development Team Leaders and will lead a team that develops web applications and integrates business systems across all areas of University activity.

The primary focus of this role is to provide senior technical leadership and line management to developers who are working on new projects and supporting existing services. We expect Team Leaders to take a hands-on development role and to work collaboratively to define common approaches to application development and integration.

The post holder will continue to develop the teams’ adoption of Agile ways of working alongside Product Owners, Project Managers and Business Analysts. Our Team Leaders have been very successful in supporting
teams to adopt new tools and approaches to development and we are looking for someone who can continue this change as we look to move more services to AWS.

**Key responsibilities**

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

1. **Role Specific Responsibilities**
   
   Use this space to describe the key responsibilities for this role. You should aim for no more than 10 bullet points. Do not amend or add to the University of York generic responsibilities below.

   - To provide technical expertise and leadership to the development of strategic IT services and systems typically through leading or being a member of major project teams and working parties
   - To act as technical lead for specific projects and manage external contractors to ensure the projects are completed to quality & timescales
   - To manage all aspects of the diverse technical support services provided by the functional groups and ensure staff provide help, advice, and resolutions across a range of IT related issues
   - To manage the development, implementation, maintenance, and support of business critical software that underpins key services provided by the group to the University
   - To define, agree and implement appropriate tools and processes for the effective development and maintenance of services, working with the Head of Software Development and other team leaders in taking a continual improvement approach

   The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post as required by the Director of IT Services or Assistant Director of Digital Services.

   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 disruption to the University community, or to support business-critical processes. To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working hours.

2. **University of York Responsibilities for Grade 7**

   **Service and Operational Delivery**

   - Contribute to operational leadership and decision making to shape the nature and level of professional and support services within own area of responsibility.
   - Line manage and lead the work of a team or section; optimise use of resources and ensure team objectives are met; set the overall direction and goals of the team.
   - Accountable for delivery of a service for a large or complex area or across multiple service areas.
   - Make effective use of digital solutions to carry out operational activity and lead the development of efficiency improvements.
   - Provide support and encouragement for members of the team through effective leadership; demonstrate compassion and give advice on commonly occurring wellbeing issues.
Continuous Improvement

● Review service / operational delivery, identify additional service requirements or shortfalls and develop innovative solutions to progress.
● Promote the improvement and efficiency of services by implementing and managing the review and improvement of service procedures.
● Review internal and external practice to identify and deliver opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for significant, long term or complex problems.
● Proactively identify opportunities for building new personal knowledge and skills for self and others. For roles at this level with line management responsibilities, ensure training and development needs of the team are met.
● Deliver knowledge sharing on specialist defined processes to the broader team and/or the University.

Specialist Contribution

● Act as a specialist point of contact for dealing with complex data and information sources, providing interpretation and analysis.
● Responsible for shaping the development and learning of others both within and outside of the team, through the design and delivery of training sessions.
● Provide expert professional subject expertise and problem-solving skills, sharing knowledge with the team as needed

Collaboration and Communication

● Produce communications for promotional and reporting purposes, designing and structuring information and facts, applying creative and innovative principles to influence and engage.
● Actively participate in internal and external communities of practice and knowledge sharing with a view to inform and improve future service or operational delivery plans and development.

Governance and Oversight

● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards, ensuring appropriate controls and monitoring interventions are in place.
● Provide advice to stakeholders regarding compliance and regulations where there is a level of ambiguity or discretion to be applied.
● Horizon scan to understand emerging legislation and regulation and support consideration of the University’s response.
● Where applicable to the role, take responsibility for health and safety considerations of the work environment, through the completion and implementation of risk assessments.

Planning and Organisation

● Responsible for the planning and organisation of the workload of the team across a range of activities, on a regular basis.
● Contribute to longer term planning requirements at operational and occasionally strategic level; make recommendations about future resource requirements.
● Lead large scale projects to facilitate major service or operational change.
Person specification

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<thead>
<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Knowledge of current software development practices (unit testing, continuous integration etc.)</td>
<td>Essential</td>
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<td>An understanding of agile software development models (Scrum, Kanban)</td>
<td>Essential</td>
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<td>Sound knowledge of software architectures (microservices vs monoliths, etc.)</td>
<td>Desirable</td>
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<td>An ability to adapt to new languages, technologies and frameworks</td>
<td>Essential</td>
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<tr>
<td>Developing back-end web services in a modern programming language</td>
<td>Essential</td>
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<tr>
<td>Developing front-end web applications in a modern framework (React, Vue etc.)</td>
<td>Desirable</td>
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<tr>
<td>Developing React-Native mobile apps</td>
<td>Desirable</td>
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<tr>
<td>Experience developing and supporting real-world IT systems in production</td>
<td>Essential</td>
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<td>Experience developing team members through training, mentoring and coaching</td>
<td>Essential</td>
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<tr>
<td>Experience working with cloud services e.g. Amazon Web Services</td>
<td>Desirable</td>
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<td>Experience working with messaging and event-driven architectures</td>
<td>Desirable</td>
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<tr>
<td>Experience leading complex software development projects in collaboration with others</td>
<td>Desirable</td>
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University of York Person Specification for Grade 7

Qualifications:

Level 6 qualification. (Qualifications at this level include a degree. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

Skills - demonstrates the ability to:

<p>| Lead large-scale projects                                                   | Essential           |
| Gather, analyse, interpret and report complex data/information               | Essential           |
| Use digital technologies including Google applications and/or Microsoft Office | Essential           |
| Communicate to engage and influence others                                  | Essential           |</p>
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<tr>
<th>Behaviours:</th>
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<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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<th>Additional Personal attributes:</th>
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<tr>
<td>Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: <a href="#">Our values</a></td>
<td></td>
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<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others</td>
<td>Essential</td>
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<td>Have strong team spirit and pride in your standard of work</td>
<td>Essential</td>
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<td>Value colleagues and support their commitment to behaviour that is consistent with our core values</td>
<td>Essential</td>
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