Head of Software Development

**Department:** IT Services, Directorate of Corporate and Information Services

**Hours of work:** Full-time / 37 hours a week

**Contract type:** Open

**Salary:** £51,034 - £59,135 a year / Grade 8 (plus market supplement of up to £6,000 a year)
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.
## Person specification

### Qualifications

**Degree or equivalent experience**

**Knowledge**

- The operational requirements and challenges of supporting high availability services in a complex organisation
- The pros and cons of various system and integration architectures
- A good understanding of information security and privacy requirements for digital services
- Current software development methods, standards and tools to support the SDLC
- How teams develop and support services on AWS

### Skills, abilities and competencies

**Able to lead and coach development teams through technology and platform changes**

**Can communicate the benefits of digital services and process improvement to colleagues and senior managers**

**Leading teams in the design of high quality and flexible system and integration environments**

**Able to contribute to the strategic direction of the department and the services it runs**

**Supplier management and engagement**

### Experience

**Service development using Agile methods such as Scrum and Kanban**

**Leading development teams to balance operational support and new development activity**

**Supporting development teams in upholding development principles and maturing into self-organising teams**

**Contribution to procurement decisions ensuring that solutions support architecture and security principles**

**Introducing Agile ways of working in organisations more familiar with traditional project methodologies**

### Personal attributes

**Maintains an excellent understanding of technologies applicable to the industry they work in**
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<tr>
<td>Able to influence and motivate others to achieve strategic goals</td>
<td>Essential</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>
<td>Desirable</td>
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