| Post Title | Software Development Manager | | | | | | |
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| **Job Family** | Business Support | **Pay Range** | 12 | **Line Manager to others?** | Yes | **Role profile ref** | BS12 |
| **Service Area** | ICT | | | | | | |
| **Line Manager** | ICT Digital Services Manager | | | | | | |
| **Location** | Seaclose / Agile | | | | | | |

## Job Purpose

To provide leadership and management for all software development activities, ensuring appropriate resource planning within the team.

To engage and support customers to assist them in fully identifying the business requirements. To pro-actively work with our customers ensuring both maintenance activities and new developments are effectively managed.

## Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

### Management Responsibility

Provide effective management to staff within Software Development in order to deliver the highest quality and most efficient service promoting the Council's values and behaviours. Manage Software Developments relationship with its customers, internal and external, identifying service improvements and responding positively to feedback.

Be an active member of the ICT Management Team, contributing to the overall improvement of the service and acting as a champion for good practice, innovation and customer engagement. Support the development of service planning and budget planning / forecasting as required.

Take a lead role in the design, management and delivery of Software Development processes and practices, ensuring compliance with corporate guidelines and alignment with the wider directorate and corporate programmes, and appropriate financial management.

Develop and maintain effective working relationships with all internal partners such as HR, the Business Centre, L&D and Org Intel. Ensure partners are engaged appropriately in the resolution of issues and that agreed plans are delivered.

To deputise for the ICT Digital Services Manager as required.

### Software Development

To manage the delivery of Software development projects ensuring we design, develop, implement, and maintain appropriate software solutions that will meet our customer's needs. To fully plan, monitor and control the development of software applications throughout the project lifecycle, where appropriate liaise with the ICT Digital Services Manager.

To attend the Digital Strategy Programme Board (DPSB) to provide specialist knowledge in prioritisation of larger Strategic projects, ensuring that work is completed within time, budget and to the required quality.

Specialist knowledge and proven ability to convey Software Development process and practices to a variety of audiences, both internal and external.  To ensure that customers are kept fully informed in the event of project delays, Incidents and Problems.

To provide services with specialist knowledge to enable them to undertake a review of business processes and where appropriate undertake business process reengineering work to analyse the services provided and develop the best solution to deliver transactions and systems online and improve efficient service delivery.

Ensure Software Development hold correct documentation for all applications written by the team.  This must comply with all relevant software development standards across all project and BAU development work.

## Knowledge, Skills and Experience

| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
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| Significant and substantial relevant experience of working in the service area / profession, with evidence of appropriate specialist knowledge of relevant systems, policies, regulations, professional guidelines and legislation. | *Proven experience of monitoring development of web and software applications throughout the project lifecycle.* | E | |
| | *Proven experience in identifying user requirements and the ability to design, develop, software/web solution that will meet their needs.* | E | |
| | *Able to demonstrate experience and describe techniques relating to the identification of user needs and their engagement through the design development and implementation of solutions.* | E | |
| | *Significant experience of working in a software development team.* | E | |
| | *Proven experience of being part of development teams, with a range of stakeholders, following Agile methodologies and roles.* | | D |
| | *Proven experience of supervisory/ management role within an IT development team.* | | D |
| | *Experience of monitoring and analysing usage, feedback and website trend information to continuously improve and increase uptake of self-service, and online transactions. To deliver efficient and cost-effective services* | | D |

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| Authoritative knowledge of relevant policy, work practices, professional guidelines, legislation and a good understanding of emerging developments within the specialist area. | *Knowledge of security mechanisms to ensure the safe and effective operation of the websites in accordance with council policies.* | E | |
| | *Knowledge and experience of management and managing customer relationships.* | E | |
| | *Understanding of database designs to meet user requirements.* | | D |
| | *Good working knowledge of the UK Data Protection Act 2018 (UK General Data Protection Regulation) (GDPR) and Data Protection Impact Assessments (DPIAs). Knowledge of assessments for both GDPR and DPIA.* | | D |
| Knowledge and experience of contributing to the development of policies, procedures, regulations and practices relevant to the role. | *Demonstrable breadth of knowledge and experience to assist in writing and maintaining such documentation as required to ensure the effective development and maintenance of appropriate software solutions. For example, Resource Management Plans, Project Plans, Agle Sprint Plans, maintenance plans…* | E | |
| | *Ability to assimilate complex guidance in relation to Software Development and translate into requirements for services.* | E | |
| Proven initiative and judgement to research, identify and resolve problems. | *Experience of using IT support service solutions and an understanding of the formal recording of user Incidents, Service Requests and Problem escalation process.* | E | |
| | *Proven ability to investigate and identify the operational and system impact of support issues.* | E | |
| | *The ability to develop and implement suitable technical and /or business solutions within service level agreements (SLA's).* | E | |

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| Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. | *The ability to manage multiple concurrent developments and the ability to assess and manage the impact of changing priorities.* | E | |
| | *Proven ability to appropriately prioritise your own workload and that of the team* | E | |
| Thorough knowledge of wider sector/ external influences. | *Working knowledge of all accessibility legislation and how Web Content Accessibility Guidelines (WCAG) impacts on development processes and platforms used.* | E | |
| | *Working knowledge of all relevant legislation and statutory guidance including accessibility, cyber security and data protection.* | E | |
| | *Experience of working with externally supplied corporate applications.* | | D |
| Detailed operational knowledge of systems relevant to own area, in terms of functionality, capability and services available. | *Ability to outline solutions to business requests or issues using investigative research techniques and to have either overseen or implemented those solutions* | E | |
| | *Ability to analyse and identify tasks, their prioritisation and ownership during development projects and the software development lifecycle.* | E | |
| | *Experience of application development using Agile methodologies.* | E | |
| | *Knowledge of design, coding and document standards applicable within the development life cycle.* | | D |
| | *Knowledge of latest coding techniques ensuring all coded applications are secure by design.* | | D |

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| Excellent interpersonal, persuasion, influencing and negotiating skills. | *Proven experience of customer management against Key Performance Indicators (KPI's), SLA's and issue resolution* | E | |
| | *Able to build effective working relationships with both internal and external stakeholders to ensure services are delivered, maintained and issues are resolved.* | E | |
| | *Proven experience of contract negotiation.* | | D |
| Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. | *Strong organisation and prioritisation skills with an ability to manage and prioritise multiple workstreams including planned and unplanned requests.* | E | |
| | *Demonstrable experience of prioritising and coordinating workloads, monitoring and evaluating work, to ensure standards, outcomes and deadlines are achieved.* | E | |
| Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. | *Ability to work quickly, accurately and to tight deadlines across a range of related subjects* | E | |
| Proven ability to manage, motivate and develop a team staff.<br><br>Experience of managing budgets and resources. | *Ability to lead and manage a team of ICT technical professional's consisting of analyst developers and a reporting developer.* | E | |
| | *Ability to analyse business issues and identify the changes that may impact the team / profession and assess what learning and development will be required to stay current.* | E | |
| | *Ability to coach and mentor others to make realistic self assessments of their development needs and support them with their development.* | E | |
| | *Demonstrable experience of effective recruitment, performance management,* | | D |

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| | *learning and development, appraisal and objective setting in line with policies and procedures* | | |
| | *Respond appropriately to the political environment and consider the implications of decisions* | | D |
| Experience of managing projects, which impact the area of specialism. | *Strong verbal, written and reasoning skills including the ability to produce clear and concise documents, to present reports at all levels and appropriate to a variety of audiences* | E | |
| | *Experience of making informed decisions based on a range of factors and evidence working within existing guidance* | E | |
| | *Experience of managing projects in a Development environment.* | E | |
| | *Experience in managing, supporting, and developing teams through understanding and implementation of technology enabled change.* | | D |
| Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping. | *Strong working experience of Microsoft Office 365, Microsoft Teams.* | E | |
| | *Knowledge and experience of using software such as MS Project, Visio as part of systems development, project administration and documentation.* | | D |

### Qualifications

| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
|---|---|---|---|
| Educated to degree level or equivalent standard/ experience in a relevant subject | *Degree in a relevant subject within ICT or equivalent experience.* | E | |
| Relevant professional / vocational qualification | *Level 5 Leadership and Management or similar* | | D |

| Relevant professional / vocational qualification. | *Agile development methodologies.* | | D |
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| | *Lean Six Sigma management.* | | D |
| | *ITIL Foundation* | | D |
| | *Prince2 Foundation* | | D |

## Other Requirements

*May require relevant certifications including evidence of fluency in English language.*

*Maybe required to undertake additional duties as commensurate with the role and grade.*

*May be required to occasionally work evening and weekends to facilitate upgrades, updates, and testing.*

*Highly self-motivated*

*Good interpersonal and communication skills*

*Willing to challenge existing practices*

## Organisation Structure

Strategic Manager for ICT and Digital Services

ICT Digital Services Manager

Software Development Manager – This Post

| Analyst/Developer(s) | Senior Developer(s) | Senior Database and Analytics Developer |
|---|---|---|
| | Software Developer(s) | Database and Analytics Developer |