

JOB DESCRIPTION

Job Title:	Digital Development Manager		
Directorate:	Delivery	Salary:	£57,753 - £63,003 Plus £689 London Weighting
Section:	Digital Change & Service Improvement	Grade:	BG-C, SCP49-54
Location:	Time Square	Work Style:	Home/Flex

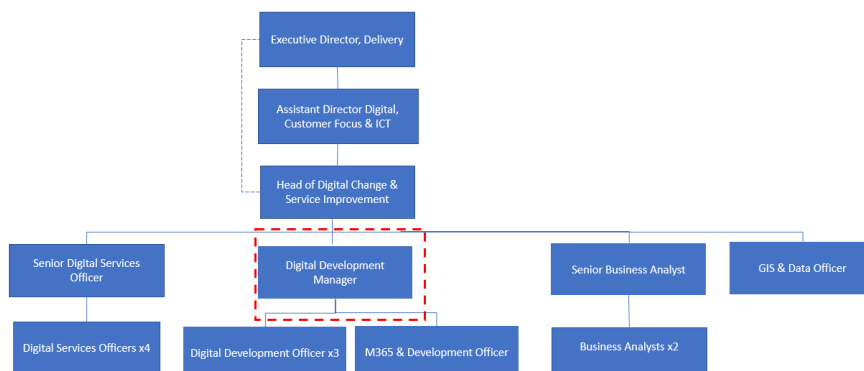
Key Objectives of the role

The role of the Digital Development Manager is central to steering our development team towards the successful completion of digital projects and nurturing a culture of innovation. You will oversee all aspects of the development process and resource management to guarantee that products are delivered punctually and with exceptional quality. Your leadership will enhance team collaboration, advance their skills, and promote ongoing enhancement of our practices.

Leading a team of talented developers, you will refine our development methodologies, boost productivity, and spearhead the creation of state-of-the-art software solutions that align with both business objectives and customer needs. You'll ensure that resources are judiciously allocated to maintain equilibrium between project completion and routine operations.

Embracing Agile methodologies is crucial in this position to maintain a development process that is resilient, dynamic, and highly cooperative. You will cultivate the team's proficiency in Agile practices, breaking complex projects into smaller, more manageable segments for consistent delivery of valuable software updates. This approach will enable the team to adapt to evolving requirements, prioritise functions efficiently, and cultivate a culture of persistent enhancement, innovation, and user-focus, positioning us at the cutting edge of the rapidly transforming digital realm.

Designation of post and position within departmental structure



The role sits within Digital Change & Service Improvement in the Delivery Directorate reporting to the Head of Digital Change & Service Improvement.

Daily and monthly responsibilities

- Serve as the lead technical expert for the Digital Development team, overseeing the creation, design, and maintenance of new software solutions.
- Establish and oversee the technical framework and decide on technical settings.
- Direct the development team's efforts in designing, coding, testing, and refining applications.
- Oversee the software development team's tasks, setting individual objectives to ensure on-time project completion.
- Outline project parameters, schedules, and resource distribution.
- Aid in the deployment of new systems, providing both hands-on assistance and expert advice; support project management and implementation tasks.
- Adhere to and uphold a structured development process, following best practices in change, configuration, and release management.
- Develop and maintain an application roadmap for all supported software, facilitating future expansion, informed decision-making, and alignment with Business and Digital and IT strategies.
- Ensure the development process aligns with established methodologies and industry standards.
- Collaborate with Business Analysts to assess technical options and craft technical solutions from high-level business requirements.
- Embed a technical delivery framework based on Agile principles.
- Partner with internal teams, residents, partners, and clients to jointly develop solutions tailored to business needs.
- Guide the team in adopting best practices for estimation of user stories that reflect technical knowledge.
- Lead daily stand-ups, showcasing development progress to stakeholders.
- Develop and manage software tools for planning and tracking development projects (e.g., Project for the Web, Jira).
- Foster high standards of technical excellence and manage the technical aspects of solutions.
- Validate solutions as technically sound before deployment, ensuring seamless transition to ongoing support.
- Engage with vendors on a technical level, monitoring support issues and adhering to service level agreements.
- Handle risk and issue management.
- Estimate the delivery of minimum viable products using established Agile practices.
- Represent the Digital Development Team at project and program meetings to address and resolve challenges.
- Stay abreast of the latest industry trends and technological advancements.
- Contribute to Business Continuity planning by understanding and documenting application-specific requirements within the overall BC/DR framework.
- Fulfil other related duties as assigned, consistent with the role, qualifications, and service needs of the authority.

Scope of role

The scope of the Digital Development Manager role encompasses a high-level professional capacity within the Digital Change & Service Improvement Development team. This role will deliver technical expertise in designing, developing, deploying, and managing a variety of low code applications utilised throughout the council's services. Additionally, this position will provide technical assurance and enhancements to the intranet and public website, assisting Digital Services Officers as needed.

The role will play a vital part in advancing the council's overarching goal of digital transformation and operational efficiency. Initially, the role will supervise 4 full-time employees (FTEs), but will also be expected to oversee a diverse set of resources within an Agile development team. This team may include internal staff from Bracknell, external consultants, vendors, and possibly members of the public, partners, and local businesses, as part of a collaborative approach to designing and implementing digital services.

Furthermore, this role involves managing the technical budgets for various programs and projects, overseeing the financial aspects as projects are developed and executed.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Degree or equivalent in computer science, engineering, or a related field OR subject or equivalent knowledge and experience to demonstrate technical knowledge and ability.</p> <p>Certification in Agile, Prince2, ITIL or similar frameworks.</p> <p>Proficiency in web application development using languages and technologies such as HTML, ASP.NET (C#), JavaScript, CSS, SQL, JSON, and XML.</p> <p>Experience with Windows Server, Linux, database administration, MS SQL Server, MySQL, ODBC.</p> <p>Understanding of W3C and WAI accessibility standards and related web accessibility issues.</p> <p>Familiarity with data analytics and business reporting tools like Google Analytics and Power BI.</p> <p>Commitment to continuous professional development in technical areas.</p>	<p>Master's degree in an IT related subject.</p> <p>Good knowledge of quality standards, legislation, and best practice</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Technical Proficiency</p> <p>Established record of guiding development teams through the lifecycle of software creation, including design, programming, testing, and troubleshooting.</p> <p>Comprehensive experience in the deployment and integration of software systems.</p> <p>Proficient in low code development environments.</p> <p>Familiarity with AI and RPA technologies.</p> <p>Skilled in the architectural design and solution crafting within software development.</p> <p>Proven ability in both technical and user testing.</p>	<p>Knowledge of Active Directory, DNS, DHCP and SSL certificates.</p> <p>Experience of working with document management systems such as SharePoint.</p> <p>Industry-recognised certifications, such as Microsoft Certified Solutions Expert (MCSE),</p> <p>Experience of large scales change projects with a Digital focus.</p> <p>Experience with working on the Netcall Liberty Create platform</p> <p>Good understanding of the operation of a Local Authority</p>

In-depth knowledge of software development methodologies.
Proficient with project management tools like MS Project, Azure DevOps, Jira, and Tableau for effective delivery management.

Understanding of Microsoft Power Apps for operational efficiency.
Strong background in setting and enforcing coding standards to ensure software quality and manage version control.

Experienced in peer code reviews and offering technical mentorship to uphold coding standards.

Competent in managing software dependencies and resolving related issues.

Proactive in identifying and addressing potential challenges in the software release process.

Project Management Competence

Versatile knowledge of Waterfall and Agile methodologies, with the ability to adapt these to suit project needs and drive improvements.

Capable of defining project scope, deadlines, and resource distribution.

Rigorous in planning and tracking project progress, with the flexibility to adapt to changing circumstances.

Effective in communicating project statuses to stakeholders and keeping teams aligned with primary objectives.

Proven effectiveness in Agile project execution, having managed projects as a scrum master or similar role for multiple teams.

Leadership & Management

Experience in cultivating and preserving high-performing delivery teams.

Experience in managing direct or matrix managed teams with commitment to nurturing talent within the team and

providing opportunities for professional growth.

Aptitude for delivering constructive feedback, mediating disputes, and boosting team morale.

Skilled in handling diverse tasks and priorities, meeting the needs of various stakeholders.

Ability to perform under pressure and provide swift updates to leadership.

Strategic thinker with a high level of organisational acumen.

Persuasive in negotiation and conflict resolution.

Stakeholder Relations:

Accountable for providing top-tier customer service, comprehending customer needs, and offering solutions.

Strong communication skills across different business levels, from technical experts to senior management.

Can effectively present complex technical concepts in an understandable manner.

Proven track record in maintaining positive professional relationships, even under scrutiny or challenge.

Collaboration with vendors to deliver or enhance in-house developed solutions.

Decision making:

Skilled in developing detailed options for appraisals and making informed decisions.

Capable of summarising complex information for management to facilitate strategic decisions.

Innovation & Problem Solving:

Credibility to work with and challenge staff and their service delivery processes at different levels of seniority, while maintaining constructive working relationships.

Strong hands-on delivery attitude.

Ability to think ahead and anticipate problems and issues, and design appropriate solutions.

Ability to gather and assimilate information, coupled with good problem-solving skills.

Good up to date knowledge of all key technical areas.

**Work-related
Personal
Requirements**

Demonstrated success in a complex technical and project-based environment.

Customer service experience with a professional image.

Tactful, diplomatic, and capable of working beyond standard hours if necessary.

Effective verbal communication skills with the public.

Adaptable and receptive to organisational changes.

**Role models and
demonstrates the
Council's values and
behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

