

Post Title:	Head of Software Engineering & ADMAS
Grade:	9

Job Description

2.1. Purpose

The Head of Software Engineering & ADMAS (Application Development, Management and Support) will ensure that all software engineering resources and application services that are deployed on behalf of the University Group are delivered and operated in accordance with the needs of the Group.

The Head of Software Engineering & ADMAS is accountable for the day to day operation, security and delivery of our application services. They will ensure that application services are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is accountable for the maintenance of configuration data, capacity planning, service availability and continuity. They will ensure adherence to service levels and all operational processes (such as incident, problem, change management processes) pertaining to all application services.

Additionally, the Head of Software Engineering & ADMAS will lead and manage the software engineering capability in the development and delivery of application solutions.

The post will line manage and oversee the day to day working of the Software Engineering & ADMAS Team. They will ensure high team performance alongside developing a culture of learning and empowerment.

2.2. Main Duties and Responsibilities

1. Maintains an awareness of the global needs of the organisation. Promotes the benefits that a common approach to information and communications technology deployment will bring to the business as a whole. Coordinates the promotion, acquisition, development, and implementation of information systems and services in close liaison with those responsible for management and strategy.
2. Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards. Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. Investigates major breaches of security, and recommends appropriate control improvements. Contributes to the development of information security policy, standards and guidelines.
3. Provides organisational leadership and guidelines to promote the development and exploitation of application services within the Group.

4. Identifies and manages resources needed for the planning, development and delivery of application services. Influences senior level customers and project teams through change management initiatives, ensuring that the applications are managed to provide agreed levels of service and data integrity. Takes full responsibility for budgeting, estimating, planning and objective setting. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services. Monitors performance and takes corrective action where necessary.
5. Recognises potential strategic application of information technology capabilities. Initiates and manages investigation and development of innovative methods, practices and technology, to the benefit of the Group. Plays an active and dynamic role in improving the interface between all interested parties, facilitating knowledge flow to enable sharing and development of creative ideas.
6. Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products within the sphere of application services. Assesses their relevance and potential value to the Group. Contributes to briefings of staff and management.
7. Provides input to the service continuity planning process and implements resulting plans.
8. Promotes and ensures use of appropriate techniques, methodologies and tools.
9. Sets policy and drives adherence to standards for systems development projects whether predictive (plan-driven) approaches or more adaptive (iterative/agile) approaches. Promotes the benefits of addressing all security issues during systems development. Identifies and manages the resources necessary for all stages (planning, estimation, execution) of systems development projects, ensuring that technical, financial and quality targets are met.
10. Develops organisational policies, standards, and guidelines for software construction and refactoring. Plans and leads software construction activities for strategic, large and complex development projects. Develops new methods and organisational capabilities and drives adoption of, and adherence to policies and standards.
11. Determines testing policy for application services and owns the supporting processes, including security testing. Takes responsibility for the management of all testing activities within a development or integration project or programme. Manages all risks associated with the testing and takes preventative action when any risks become unacceptable. Assesses and advises on the practicality of testing process alternatives, including automated testing. Initiates improvements to test processes and directs their implementation. Assesses suppliers' development and testing capabilities. Determines project testing standards for all phases, influencing all parties to conform to those standards. Manages client relationships with respect to all testing matters.

12. Establishes standards and procedures across the IT service lifecycle (including the development lifecycle) in the areas of systems integration and testing. Ensures that practitioners adhere to them. Manages resources to ensure that the systems integration function operates effectively.
13. Ensures the availability of hardware, software, and resources for the systems testing of application services. Defines configurations required for testing with reference to agreed testing standards. Evaluates new developments in the Group and the industry and advises on potential growth, problem areas and resourcing needs. Ensures adherence to agreed standards and good practice.
14. Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability. Develops and implements new availability techniques and methods.
15. Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in application services. Reviews them regularly for effectiveness and efficiency.
16. Manages configuration items (CIs) and related information. Investigates and implements tools, techniques and processes for managing CIs. Verifies that related information is complete, current and accurate.
17. Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.
18. Leads the assessment, analysis, planning and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress. Conducts post release reviews. Ensures release processes and procedures are applied.
19. Develops policy and strategies to ensure all the performance measures of application services meet the needs of the Group. Carries out forecasts on capacity over the Group's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity and demand issues.

20. Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.
21. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
22. Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
23. Manages individuals within the Software Engineering & ADMAS Team. Allocates management and supervisory responsibilities. Provides coaching and support and delegates responsibilities where possible, in order to achieve corporate objectives. Mentors and influences senior individuals in consideration of their career opportunities and contribution to the Group. Sets performance objectives, and monitors progress against agreed quality and performance criteria. Initiates, develops and monitors effective performance management processes. Leads on formal processes such as disciplinary procedures.
24. Manages suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Use suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.
25. Acts as owner/advocate for one or more products or services, advising on standards, methods, tools, etc. Manages their lifecycles to ensure that, over time, the needs of customers are profitably met. Liaises with customers and colleagues in other disciplines in determination of product positioning, marketing campaigns, and monitoring of product/service performance. Anticipates changes, adapts products, and creates product retirement and transitioning strategies.

Deputises for the Deputy Chief Digital Information Officer (Product & Portfolio Delivery) as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Deputy Chief Digital Information Officer (Product & Portfolio Delivery).

2.4. Supervision Given

Software Engineering & ADMAS Team.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development. 	<ul style="list-style-type: none"> • MCSA (App Builder). • OCM (Java EE Enterprise Architect). • ITIL. • CISM.
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Understanding of business organisation, politics and culture. • Understanding global / local business differentiation. • Knowledge of customer behaviours, needs and expectations. • Digital business literacy. • Tracking of emerging trends. 	<ul style="list-style-type: none"> • Broad network of business relationships. • Expertise in relationships, dependencies and flows of information. • Ability to understand related industries. • Higher Education experience.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Able to influence and negotiate at all levels and also where resources may not be in direct control of this role. • Ability to build trust and display integrity. • Able to motivate others to deliver high performing teams and a high performance culture. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Excellent communication, and presentation skills • Creative and innovative thinking • Results orientation. • Adaptability. • Decisiveness. • Accountability. • Communication, listening and information gathering. 	<ul style="list-style-type: none"> • Coaching, delegating and developing.

	<ul style="list-style-type: none"> • Creative and innovative thinking. • Influencing and persuading. • Conceptual thinking. • Strategic thinking. 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. • Exceptional leadership skills with the ability to develop and communicate the Software Engineering vision, and inspire, motivate and develop staff. • Takes accountability and has strong sense of ownership. • Results orientated and a commitment to a high quality customer service • A distinctive blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture. • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviors, needs and expectations. • Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. 	<ul style="list-style-type: none"> • Applying lean / startup agile methods. • Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.
<i>Other Requirements</i>	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University and its international agenda. • A mature, professional and self-motivated approach to tasks. • Ability to represent IT Services in formal and informal settings. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, 	

	<p>fixed deadlines or as required by service imperatives.</p> <ul style="list-style-type: none">• Health & Safety Awareness.	
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