

<b>Title:</b> <b>DevOps Team Manager</b>	<b>Department:</b> <b>Chief Executive's</b>	<b>Post Ref:</b>
<b>Job Purpose:</b>  <p>Responsible for managing the full application life cycle of services for a defined portfolio of products.</p> <p>For the design and development of new products and services and the transition of these solutions through into the production run environment.</p> <p>Responsible for managing a team of DevOps Engineers to ensure that existing products and services deliver the business requirements defined by the business analyst teams.</p> <p>To manage the operational relationships across the ICT function ensuring :</p> <ul style="list-style-type: none"> <li>• The alignment of resources and skills to support the project delivery functions.</li> <li>• Provision of support resources and appropriate skills ensuring that all applications will meet their Service Level Agreements.</li> <li>• The technology roadmaps are implemented in conjunction with the Technical Architect function.</li> </ul>		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"> <li>1. Takes management responsibility for the production, delivery and support of solutions for a specific service area.</li> <li>2. To manage the delivery of solution designs to provide new or changed business capability.</li> <li>3. Leads and defines the practices used for development of applications as well as the support for these.</li> <li>4. To manage DevOps resources to ensure solutions are built in line with technical designs and are consistent with the requirements defined by the business.</li> </ol>	<b>Key Accountabilities</b>  <p>For each service managed:</p> <ol style="list-style-type: none"> <li>1. To the Head of Applications/Chief Technical Officer for the development and management of the solution roadmaps for each area of responsibility.</li> <li>2. To the Head of Applications/Chief Technical Officer for the day to day management of the services allocated including matrix management of staff within the Applications teams allocated to the delivery of specific work packages.</li> </ol>	

<ol style="list-style-type: none"> <li>5. Plans and manages implementation of new or changed solutions including the transition to a production environment including the support.</li> <li>6. Supports the definition of solution development policy to ensure ICT Services is capable of delivering the current and future needs of the Authority and improve the functionality of services delivered.</li> <li>7. To secure appropriate resources to deliver the services allocated in terms of staff, skills, funds and supportive functions.</li> <li>8. To build, lead and motivate the Applications teams, both internal and external, taking responsibility for the management of the services allocated to meet the needs of the Authority within agreed standards.</li> <li>9. Proactively manage the team's resources and its responsibilities and take the necessary action, eg by utilising problem management, initiate projects to improve ICT services.</li> <li>10. To mentor managers and staff with less technical skills and experience and actively work with managers across the ICT organisation to develop the skills, experience and capability of these managers/staff.</li> <li>11. Takes full responsibility for budgeting, estimating, planning and objective setting for the work of the function, within agreed policies.</li> <li>12. Establishes and operates systems to monitor progress, take corrective action and produce reports as required by senior management.</li> </ol>	<ol style="list-style-type: none"> <li>3. To the Service Managers/Head of Service Management for provision of application maintenance and support services.</li> <li>4. To the Head of Applications/Chief Technical Officer and Senior ICT Management Team for the design, development and support of products and services.</li> <li>5. To the Head of Applications/Chief Technical Officer, Business Relationship Managers and Project Managers for accurate and timely reports and updates on agreed priorities.</li> <li>6. To the Technical Architects/Head of Architecture for the design of solutions consistent with architectural plans.</li> </ol>
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<p>13. To support the Head of Applications/Chief Technical Officer by providing management information on all aspects of services allocated to assist in monitoring and controlling the Applications teams.</p> <p>14. The management of the development and change lifecycle necessary to plan for, develop and deliver appropriately engineered IT services and products to meet the needs of a business.</p> <p>15. Membership of any working groups, forums or committees within the post holder's area of work.</p> <p>16. Recruitment of new (temporary) staff to supplement the skills within the team and achieve timely delivery of project activities.</p>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Educated to degree level and/or holds a professional technical qualification (MSP, Cisco, etc.) and can demonstrate relevant experience in a senior solutions delivery role.</li> <li>2. Possesses a high level of management skills, with particular emphasis on interpersonal and negotiating skills and the ability to motivate staff.</li> <li>3. Demonstrates a current and thorough understanding of developments in the application of ICT and is able to assimilate and interpret advice from specialists - technical or otherwise.</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>1. Sets an excellent example of customer care for other staff.</li> <li>2. Encourages a culture of transformation through innovation.</li> <li>3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness.</li> <li>4. Sets challenging targets for performance for teams as well as delivering a high degree of personal effectiveness.</li> </ol>

<ol style="list-style-type: none"> <li>4. Has in-depth commercial and technical expertise, often in a variety of technical environments.</li> <li>5. Has in depth knowledge of one or more of the business functions of the Authority.</li> <li>6. A thorough understanding of DevOps practices and how they apply to the role and to the other functions within ICT Services.</li> </ol> <p><b>Specialist Knowledge/Skills</b></p> <ol style="list-style-type: none"> <li>7. Shows the ability to delegate effectively to technical staff, whilst maintaining full management control.</li> <li>8. In depth knowledge of the technology and solutions required to both maintain and enhance the solutions delivered to assigned service areas.</li> <li>9. Proven experience of managing and mitigating the technology debt within the assigned service area.</li> <li>10. Demonstrable experience in the identification of new technology opportunities and their application to business change.</li> <li>11. Knowledge and understanding of managing and monitoring budgets and cost benefit analysis.</li> <li>12. Experience of the use of Risk and Change Management techniques to ensure new and changed solutions are transitioned to the production environment in accordance with defined quality standards and processes.</li> <li>13. Detailed knowledge of NCC's current technology base and the technical direction of travel of the ICT estate.</li> </ol>	<ol style="list-style-type: none"> <li>5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standard.</li> <li>6. Takes an active role in managing risk, health and safety and safeguarding issues.</li> <li>7. Demonstrates knowledge of IT standards and codes of conduct. Eg Agile, DevOps, ITIL, Prince2.</li> </ol>
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<p>14. Skilled and experienced in development lifecycle methods and the management of internal and external resources in the adherence to such methodologies.</p> <p>15. Has proven project and people management skills with knowledge of NCC's policy framework, management structures and reporting procedures.</p> <p><b>Other Knowledge/Skills</b></p> <p>16. Excellent communication and interpersonal skills in meetings, presentations and workshops.</p> <p>17. Time management and team working ability are essential to aid high standards of delivery, collaboration and matrix management.</p> <p>18. Presentation, written and verbal communication and numeracy skills are essential.</p> <p>19. Influencing and negotiating skills to ensure high-level buy-in, commitment and resources.</p> <p>20. Facilitation skills to promote creative thinking and problem solving by service delivery staff and service area specialists.</p>	
<p><b>Experience</b></p> <p>1. Five years relevant work experience at management level</p> <p>2. Proven experience in solution design, including the application of technology to transform business functions.</p>	

<ol style="list-style-type: none"> <li>3. Experience of procurement and management of external resources to deliver to internal time, quality and cost specifications.</li> <li>4. Experience of the development and management of product and services roadmaps to ensure area of responsibility remains fit for purpose.</li> </ol>	
<p><b><i>Role Dimensions</i></b></p> <ol style="list-style-type: none"> <li>1. The post holder will be expected to retain responsibility for the solution development life cycle of allocated services providing a cradle to grave management for services from initial concept through transition to production and subsequent roadmaps for further development and additional functionality.</li> <li>2. Build relationships with, and co-ordinate between multiple parties, e.g. each Solution is delivered through complex blend of business analysis, technology, application/systems, information requirements and stakeholders, delivered via internal and external partner organisations and external suppliers.</li> <li>3. Building relationships, ensuring credibility with a wide range of stakeholders, up to, and including Service Director Level, across Directorates in NCC, Partner Organisations, other Local Authorities and external suppliers.</li> <li>4. Engaging stakeholders and ensuring their understanding of often complex technical solutions.</li> <li>5. Providing support, advice and guidance to Senior Managers across the organisation on the full range of ICT solutions and capabilities in a complex technical landscape.</li> <li>6. Advises senior management teams on the selection of ICT systems, services and technologies to meet their business objectives.</li> <li>7. At this level, a portfolio of services will be developed and managed that requires initial and ongoing investment typically averaging out at over £0.5million+ p.a. with the DevOps Team Manager being responsible for the appropriate allocation of this investment to ensure maximum benefit for the organisation.</li> <li>8. Direct line management of the DevOps Engineers will often be supplemented by the addition of temporary and/external resource.</li> </ol>	