


GLPC Job Description

 Brent	Job Title	Digital Development Manager
	Directorate	Corporate Director Community Health and Wellbeing
	Department	Communication Insight and Innovation
	Grade	P07
	Reports to	Head of ICT Solutions
	Staffing Responsibility	3 x Senior Digital Development Officers 2 x Digital Development Officers Management of contractors and other 3rd party suppliers as required

Job Purpose:

- Manage and lead complex organisational redesign projects, with a focus on implementing digital transformation across Brent
- To lead on and effectively manage multi-disciplinary and multiple project teams to deliver Software development, implementation and support of Digital Products
- Develop and embed a support model ensuring the complexity vs priority service level agreements are developed and clearly defined.
- To develop, manage and lead a high-quality IT support service for Digital Development projects across the council.
- Direct management responsibility of Digital Development resources, used to plan, develop and deliver professional services to the Council and the LGA, including the management of change and all digital management standards
- To advise Heads of Service, Corporate Directors and Members and support the Head of ICT Solutions to deliver the objectives of the Council.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Contribute to the Council's digital transformation programme by promoting new ways of working, achieving Corporate Digital Programme objectives, and delivering customer-focused services through a design-led approach to project work.
8. Develop, lead, and manage an IT support team with a specific focus on continuous service improvement, while ensuring staff achieve high performance and effective operational delivery through ongoing development and capability enhancement.
9. Ensure key stakeholders are responsible for system specification and design, aligning with enterprise and solutions architectures. Oversee design of complex applications, addressing objectives, scope, constraints, environments, main functions, data load, implementation strategies, development phases, unmet requirements, and alternatives.
10. Support effective working relationships and act as an ambassador and advocate with external organisations.
11. Take responsibility for the support of designing, coding, testing, and documenting particularly large, complex, or mission-critical projects, as well as managing the testing activities within a development project. This includes overseeing the planning of the development life cycle, designing the platform, conducting acceptance tests, and coordinating the execution of deployment.
12. Lead the development and support for all size assignments including prototype design, converting functional requirements into technical documentation.
13. Allocating responsibilities and assigning packages of work to team members, ensuring that work packages are aligned with particular skills and abilities of the individuals.
14. To complete and lead on analytical modelling and forecasting, including benefits appraisals to assess opportunities for change and enable evidence-based decision-making.
15. To be responsible for successfully implementing change projects, transition planning and the stabilisation of change across the Council and potentially other Public Sector organisations, including the shared service.
16. To provide leadership and direction to secure commitment to change by engaging and managing stakeholder interests and tailoring communications to different audiences in ways that invigorate interest and relay complex issues easily and effectively, in non-technical language.
17. To work collaboratively with services, staff, and managers to develop workable and innovative solutions to complex business problems, increasing efficiency and improving service delivery, while leading effective communication and engagement activities for projects both internally and with external organisations.
18. To take responsibility to mitigate or resolve challenges associated with projects or programmes to ensure successful delivery of outcomes.
19. To effectively commission and manage third party support for specific projects.
20. To build effective working relationships and achieve agreed objectives through strong negotiating and influencing capabilities and by working in partnership with Executive Directors, Heads of Service, Managers and staff across the Council and partner organisation.

21. To strategically advise and report to members of the Customer & Digital Board and other senior officers or members as required by your line manager.
22. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
23. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
24. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	DBS Not Required
Politically Restricted	No

Person Specification

All criteria are essential	To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
Qualifications and Professional Membership requirements: Certified Scrum master (CMS), Or Certified Scrum product owner (CSPO) Or Agile Scrum master certification	A/T/I
Knowledge (please specify all essential criteria): <ul style="list-style-type: none"> • Extensive knowledge of digital technologies and how these can be applied to a local government setting to deliver continuous service improvements. • Proficient in understanding and applying organised and documented sets of techniques, and proven methods, intended to facilitate the structured and open development of applications. Increasingly a DEVOPS approach is taken where development and operational staff work together. • Proficient in understanding the IT / IS infrastructure and the IT applications and service processes used within the organisation. • Proficient in testing techniques used to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors. • Proficient in applying methods and techniques for structured reviews, including reviews of technical work products, test plans, business cases, architectures and any other key deliverables. Examples: formal technical review. • Knowledge of a complex IT support service within a large complex organisation. • Must have an in-depth knowledge of local authorities or similarly complex organisations to understand the business impact of all decisions. • Advance knowledge of Power BI and MS Power Platform or similar. 	A/I A/I A/I A/I A/I A/I A/I A/I

<p>Experience (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Practical hands-on experience with Agile methodologies, effectively fulfilling the role of Scrum Master to ensure compliance with Agile principles and the timely delivery of all product features. Additionally, familiar with waterfall project management techniques. • Experience using methodologies such as Rational Unified Process, Business Process Reengineering, Unified Modelling Language, System Requirements Specification, Functional Requirements Specification, Rapid Application Development, and proficiency with tools like Balsamiq Mockups and MS Visio. • Experience of developing software solutions throughout the software development lifecycle, including the use of DevOps platforms such as Azure DevOps. • Proven track record of service improvements through the adoption of digital technologies at a management level in a similarly large and complex organisation. • Experience of developing business lead solutions, leading to service improvements, efficiencies, savings and process automation. • Experience in influencing and delivering redesign and change projects for customer-focused service delivery and deliver efficiencies change in a large complex organisation. • Proven ability to work efficiently under pressure, adhering to tight and competing deadlines, while effectively managing and prioritizing the team's tasks. • Experience of managing and maintaining Master Data Management (MDM). • Experience of working with third party vendors and partners to support and deliver digital solutions. • Skills, knowledge and experience of and managing a team that supports M365 including SharePoint, Dynamics365, Power Platform, Power BI, FirmStep, DevOps, AI, Azure, SQL, Oracle, Hornbill integration), application design principles, and web analytics. 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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<p>Skills and abilities (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Skilled in managing and motivating people to achieve successful outcomes and deliver change • Ability to understand complex business requirements and recommend, develop and implement innovative digital solutions to fit those requirements, resulting in improved service delivery. • Excellent conceptual and technical skills to create Business Requirements Document, Functional Specifications Document, Process Flow Diagram, and Detailed Design Document. • Proven ability to effectively communicate in writing and verbally, in simple non-technical language, complex concepts or situations to both internal and external stakeholders. • Understanding businesses real and stated needs and ability to influence stakeholders, at all levels and manage expectations. • Contribute to the longer-term development of the service area and the wider Council Digital Transformation Programme. • Ability to undertake business reviews and identify problems in service. 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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<p>List desirable criteria:</p> <ul style="list-style-type: none"> • The postholder will be a champion for adopting new digital and innovative ways of working across the Council and must be aware of and take responsibility for keeping up to date of developments within this area. • The post operates within a fast-moving technology environment within the Digital area. • Ability to effectively work with a wide range of internal and external contacts including senior managers, partner organisations and users across the shared services and external suppliers, involving the use of a range of interpersonal skills. 	
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