



## Role profile

### Development Manager

<b>Civil Service Grade:</b> G7	<b>Salary Minimum:</b> £49,835 National £54,535 London	<b>Contract Type:</b> Permanent
<b>Job Type(s):</b> Project Delivery Digital Architecture and Data	<b>Civil Service Profession:</b> Digital, Data & Technology	<b>DfT Directorate:</b> Group Assurance & Digital
<b>Location(s):</b> London Birmingham Hastings Leeds	<b>Reporting to Job Title:</b> Head of Project Delivery	

## Job description

### Job summary

This is a Service Owner role that is fully embedded into the Department for Transport's Digital Service team.

Our Digital Service, as the Centre of Excellence, will:

- Offer high performing, secure and innovative services.
- Grow our Professionalism.
- Build Relationships to achieve DfT's objectives.
- Empower our people to meet user needs.

The Department for Transport's (DfT) Digital Service is a leading-edge government capability that provides digital, data and technology (DDaT) to our users. We were established in September 2017 and deliver a blend of services, primarily to our ministerial department.

DfT works with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

The Project Delivery team will provide an end-to-end technical delivery of a portfolio of projects that responds to DfT needs and priorities, applying a number of modern delivery methods and techniques.



This is a great time to join us as we build the team and create this new capability. If you share our vision of being the 'best in class' and you have the knowledge and enthusiasm to deliver in this exciting role, then we look forward to receiving your application.

## Duties and responsibilities

Reporting to the Head of Project Delivery, this role will:

- Line manage, mentor and motivate a joined-up team of software development, database and user experience specialists (within a matrix management structure) that are allocated to software development projects, with a focus on Agile, DevOps, Test-driven development and Continuous Integration.
- be responsible for project resource management, identifying availability and suitability of resources to be allocated to projects
- Work with the Head of Project Delivery to understand current and future planned software delivery project demand enabling the establishment of ongoing resourcing forecasts and schedules
- be responsible for setting standards, methods and tools for software development within DfT, advising on their use and ensuring their application, including SDLCM (software development lifecycle management) process
- be accountable for ensuring that software developments meet DfT's business requirements and quality expectations, are well tested and easy to maintain
- own the service validation and testing process, being responsible for sourcing the provision of external testing services
- be responsible for technical designs, collaborating and working with the architecture team to ensure that developed solution adhere to DfT's architectural requirements
- be accountable for application support, under a DevOps approach
- The role is also responsible for ensuring that IT operations are involved at the appropriate stages during development, and that deliverables are smoothly handed over to the operational teams with the completion of development.

Your main responsibilities will be:

<p><b>Governance, Control &amp; Management</b></p>	<ul style="list-style-type: none"> <li>• Line manage, mentor and motivate a joined-up team of software development, database and user experience specialists (within a matrix management structure) that are allocated to software development projects, with a focus on Agile, DevOps, Test-driven development and Continuous Integration</li> <li>• Being responsible for project resource management, identifying availability and suitability of resources to be allocated to projects. Work with the Head of Project Delivery to understand current and future planned software delivery project demand enabling the establishment of ongoing resourcing forecasts and schedules</li> </ul>
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<b>Programme &amp; Project Management</b>	<ul style="list-style-type: none"> <li>• Being responsible for technical designs, collaborating and working with the architecture team to ensure that developed solution adhere to DfT's architectural requirements</li> <li>• Being responsible for setting standards, methods and tools for software development within DfT, advising on their use and ensuring their application, including SDLCM (software development lifecycle management) process</li> <li>• Being responsible for the continual improvement of the development lifecycle</li> </ul>
<b>Test</b>	<ul style="list-style-type: none"> <li>• Owning the service validation and testing process</li> <li>• Being responsible for ensuring that software development deliverables meet DfT's business requirements and quality expectations, are well tested and easy to maintain</li> <li>• Being responsible for the continual improvement of the service validation and testing process</li> </ul>
<b>People &amp; Organisation</b>	<ul style="list-style-type: none"> <li>• Fostering a culture of innovation and professionalism within the team where there is clear ownership and accountability, and where individuals create a positive customer impact</li> <li>• Being responsible for people management and development, including leadership and guidance, coaching and helping improve their skills</li> </ul>
<b>Transition</b>	<ul style="list-style-type: none"> <li>• Owning the release and deployment management process</li> <li>• Being responsible for the continual improvement of the release and deployment management process</li> </ul>
<b>Supplier Relationship Management</b>	<ul style="list-style-type: none"> <li>• Being responsible for sourcing the provision of externally-provided testing services</li> </ul>
<b>Service Operations Management</b>	<ul style="list-style-type: none"> <li>• Being accountable for application support, under a DevOps approach</li> <li>• Ensuring services are continuously improved</li> </ul>



## Person specification

### Essential Criteria

Experience of managing services and leading a service team within an IT environment:

- **Agile working.** You know how to coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project. You can think of new and innovative ways of working to achieve the right outcomes. You are able to act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team. (Relevant skill level: expert)
- **Financial ownership.** You can develop an agile business case and own and iterate it throughout the product life cycle. You know how to develop benefits with others within the portfolio. You understand the granularity of financial costs per sprint and value delivered. (Relevant skill level: expert)
- **Life-cycle perspective.** You can apply experience of multiple parts of the product life cycle. You can recognise when it is right to move forward and when it is right to stop. You can recognise the appropriate deliverables and the right people to meet these. You are able to work with other agile delivery operations throughout the product life cycle. You can plan and engage with the appropriate stakeholders at a particular stage in the project. (Relevant skill level: practitioner)
- **Operational management.** You keep abreast of industry best practice and can cascade ways of working. You know how to make operations efficient. You can act as the escalation point for major operational issues and champion operational management across the community. You can work closely with leaders of operational delivery teams in digital, data and technology (DDaT). (Relevant skill level: expert)
- **Problem ownership.** You know how to anticipate problems and how to defend against them at the right time. You understand how the problem fits into the larger picture. You can articulate the problem and help others to do it. You know how to build problem-solving capabilities in others. (Relevant skill level: expert)
- **Product ownership.** You know the tools, terms and concepts used to deliver a product and how they can be adapted and applied to different phases of delivery. (Relevant skill level: working)
- **Strategic ownership.** You can develop a long-term vision and objectives. You are discerning and disciplined in focusing on what is important and most relevant. You know how to develop the capability of others. (Relevant skill level: expert)
- **User focus.** You know how to give direction on which tools or methods to use. You are experienced in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure these are met by the business. You know how to apply strategic thinking in how to provide the best service for the end user. (Relevant skill level: expert)

[More information about Experience](#)



## Behaviours

- **Managing a quality service:** Demonstrate positive customer service by understanding the complexity and diversity of customer needs and expectations. Deliver a high quality, efficient and cost effective service by considering a broad range of methods for delivery. Ensure full consideration of new technologies, accessibility and costings. Make clear, practical and manageable plans for service delivery. Ensure adherence to legal, regulatory and security requirements in service delivery. Proactively manage risks and identify solutions. Establish how the business area compares to industry best practice. Create regular opportunities for colleagues, stakeholders, delivery partners and customers to help improve the quality of service.
- **Changing and Improving:** Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders. Give people space to take initiative and praise them for their creativity. Create an environment where people feel safe to challenge and know their voice will be heard. Make changes which add value and clearly articulate how changes will benefit the business. Understand and identify the role of technology in public service delivery and policy implementation. Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs. Identify early signs that things are going wrong and respond promptly. Provide constructive challenge to senior management on change proposals.
- **Working Together:** Actively build and maintain a network of colleagues and contacts to achieve progress on shared objectives. Challenge assumptions while being willing to compromise if beneficial to progress. Build strong interpersonal relationships and show genuine care for colleagues. Ensure consideration and support for the wellbeing of yourself and individuals throughout the team. Understand the varying needs of the team to ensure they are supported and their experiences are utilised. Create an inclusive working environment where all opinions and challenges are taken into account and bullying, harassment and discrimination are unacceptable. Remain available and approachable to all colleagues and be receptive to new ideas.
- **Making effective decisions:** Act decisively and make bold, unbiased decisions at a strategic level. Make sense of a wide range of political and national pressures and influences to develop strategies which meet organisational goals. Clearly communicate the purpose and reasons for recommendations and decisions. Consult with others where necessary to ensure decisions meet the diverse needs of the end users. Accept and respond to challenge constructively. Clearly recommend the best option articulating risks and impacts on economic, environmental, political and social factors.

### [More information about Behaviours](#)

## Strengths

- **Problem solver.** You take a positive approach to tackling problems and find ways to identify suitable solutions.
- **Inclusive.** You recognise everyone as an individual, accepting people for who they are and treating everyone fairly. You actively encourage and provide opportunities for others to share ideas and contributions.
- **Precise.** You are detail-focussed, you ensure everything is accurate and error free.



- **Organiser.** You make plans and are well prepared. You seek to maximise time and productivity.

### [More information about Strengths](#)

## Technical skills

The following are the three essential technical skills required for the post holder, as selected from the DDaT competencies

<b>Legend:</b>	<i>DDaT</i> <ul style="list-style-type: none"> <li>○ <i>Technical Software Developer roles: skills levels – Principle Developer (Management)</i></li> </ul>
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Skill	Description of the skill	Skill level	What the skill level means
Development process optimisation	Management of software engineering capability to produce services efficiently and effectively.	Expert	Sets strategy and manages resource allocation for solution development programmes. Liaises with client functions to establish business requirements and identifies, proposes, initiates and leads these programmes.
Modern standards approach	Uses a modern standards approach through automation and testing.	Expert	Strong understanding and application of the most appropriate modern standards and practices. Takes responsibility for coaching and guiding others.
Programming and build (software engineering)	Designs, creates, tests and documents new and amended software components from supplied specifications in accordance with agreed development and security standards and processes.	Practitioner	Collaborates with others when necessary to review specifications and uses these agreed specifications to design, code, test and document programmes or scripts of medium to high complexity, using the right standards and tools.
Service support	Maintains and supports services.	Practitioner	Identifies, locates and competently fixes faults.
Systems design	The specification and design of information systems to meet defined business needs. The identification of concepts and their translation into implementation design. The	Expert	Designs systems characterised by high levels of risk, impact and business or technical complexity. Controls system design practice within an enterprise or industry architecture. Influences industry based models for the development of new technology



Skill	Description of the skill	Skill level	What the skill level means
	design or selection of components.		applications. Develops effective implementation and procurement strategies, consistent with business needs. Ensures adherence to relevant technical strategies, policies, standards and practices.
Systems integration	The incremental and logical integration and testing of components or subsystems and their interfaces in order to create operational services.	Practitioner	Defines the integration build. Able to coordinate build activities across systems, and understands how to undertake and support integration testing activities.
User focus	Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.	Practitioner	Able to collaborate with user researchers and can sell and represent users internally. Understands the difference between user needs and desires of the user. Able to champion user research to focus on all users. Can prioritise and defines approaches to understand the user story, guiding others in doing so. Can offer recommendations on the best tools and methods to be used.

[More information about Technical skills](#)

## Other helpful information you need to know

Level of security clearance: SC	Working Pattern: Full-time; Part-time; Job share; Flexible working	Contact Information: