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Role Title	Head of DevOps
Job Family	Leadership
Competency Level	Senior Manager
Pay Scale	PO12

Purpose

To lead, plan, develop and deliver an expert professional DevOps engineering service delivering development and operational management of digital customer experience and business applications. The role works closely with customer and organisation stakeholders and product owners to identify and implement solutions focussed on service delivery, innovation and maximising value of customer-centric Council services.

The scope of the role includes:

- lead, develop and manage a skills-based DevOps service
- lead the development and/or operations of highly secure and scalable sites, CRM and digital services, business applications and data platforms
- leads DevOps delivery of customer and business workflows, automations, integrations and data capabilities
- works tirelessly to guarantee the reduction or removal of bottlenecks and inefficiencies in DevOps and with colleagues in the technology service as a whole
- promotes, documents and implements systems best practices including quality assurance, testing and release/change management
- builds tools and processes to develop and deploy software / low code solutions to drive service improvement, customer self-service and automation across the Council
- works with stakeholders to identify innovation and service improvements, leading implementation and migration to new business applications
- adopts service metrics, measures business benefits and drives performance culture
- recruit, develop, mentor and retain a team that delivers continuity and succession
- work directly with enterprise/solution architects and infrastructure/network specialists
- collaborate across the Council, forming close working relationships with senior managers in Customer Strategy & Digital Experience and stakeholder services
- consulted on customer and business strategy, design and innovation; responsible for DevOps engineering and solution with joint accountability for outcomes

Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.

	Corporate strategies are effectively implemented within area of responsibility.
	External inspections are managed effectively.
	Service delivers excellent customer service.
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	Expert opinion, advice, support and interpretation is provided on all aspects of the area of responsibility, including major decisions.
	Major issues are managed through to a satisfactory conclusion.
Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
	Customer outcomes are clearly understood and specified.
	Services / goods are delivered on time, to budget and standards agreed.
	Opportunities to improve delivery / capacity of provision are proactively identified and actioned.
	Suppliers and supply chains are resilient and adaptable to meet changing needs.
	Expected operational efficiencies are realised.
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.
	Strategic and operational input is provided to wider business planning and development.
	Progress against objectives is effectively monitored and delivered.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively.
	Stakeholder requirements are met.

Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed.
	Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.
	Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including equipment, people, and systems are utilised optimally and efficiently.
	Annual budget is planned, developed and delivered. Value for money is maximised.
	Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Safeguarding standards are monitored and maintained in compliance with Council policy.
	Appropriate safeguarding training is provided.
Implement a risk management programme and advise on issues affecting Council service areas.	Business threatening situations are recognised, planned for and managed or escalated as appropriate.
	Systems and governance are in place to respond promptly to critical events.
	Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed.
	Suitable health and safety instruction and training are provided.
	There is a safe working environment.
Job Specific Accountabilities:	
Design, lead and deliver the Council's software engineering strategy and practice	Design and implementation of DevOps strategy
	New practice and approach put in place
	New capability that will allow implementation of new technology

Ensure the provision of high quality software and services which adheres to relevant accessibility, usability and branding standards	Services are provided in line with internal and external customer expectations
	High user satisfaction
	All relevant policies and standards are adhered to
Undertake horizon scanning and tracking of emergent digital and technology trends	The council's offer is relevant, optimised and best value
Lead and manage the council's development and implementation of customer digital and technology solutions	Digital and technology services are available through most appropriate technologies
Build a high-quality DevOps process to support development teams.	Advocate and evangelise DevOps practices, providing direction and influencing key stakeholders across the Council.
	Implementing and managing continuous delivery systems and methodologies across cloud environments
	Analyse and troubleshoot complex issues in distributed systems in house as well as in client environments
Establish the Software Engineering practice	Lead Software Engineering practice discussions on relevant technologies and roadmaps, practice 'good standards' for design & configuration of software solutions, peer reviews, re-use and sharing of solutions, versioning, common components, support, and testing of software changes
Performance management of software engineers	Agreed performance measures and targets with software engineers, and regularly review of their performance
Architecture support:	Define the relevant technology strategies and roadmaps, and ensure that relevant architecture artefacts are created, agreed and maintained
	Provide updates on Software Engineering practice status and performance, and cascade relevant communications within the practice
Lead and develop the software engineers within the practice	Coach the engineers to effectively use engineering tools to efficiently design, deploy, test and support software solutions Work with DevOps Engineers and others to improve software engineering tooling and the efficiency and automation of testing and deployment Lead, participate in, and contribute to Agile planning and implementation throughout each development cycle
Act in accordance with all policies and procedures applying to the job including implementation of health and safety legislation/policy/practice	All policies and procedures are complied with H&S risks are assessed and managed

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholders, partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Procedural Context

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Occasionally the post will be expected to work from other locations

Reports to the Chief Information Officer

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.
Responsible for ensuring contractors / providers deliver to agreed standards.
May manage project teams of both internal staff and external contractors / consultants

Resourcing
Delegated responsibility for project budgets
Budget Responsibilities: circa £1.5m
3 teams via direct reports: CRM Application; Web Services, IT Applications

Knowledge, Skills and Experience

Track record of delivering public and internal facing digital / technology services in a large, complex organisation with expert technical /professional knowledge and experience

Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions

Authority and credibility to build relationships, influence and engage successfully with politicians, senior managers, colleagues and partners in complex or politically sensitive situations

Initiative, strategic and political awareness demonstrated in problem solving and decision making

Significant experience of writing reports, specifications and agreements

Substantial experience of managing significant budgets and resources.

Understanding and experience of working with common digital and technology platforms used to deliver public-facing and internal digital services

Substantial experience of delivering engineering performance transformation in a large organisation

Experience of advocating and being the ambassador for digital and technology services in a complex organisation

Experience of influencing and negotiating with senior stakeholders to deliver digital products which fit customer and organisational needs

Excellent communication skills and solid experience of communicating technical concepts to non-technical audiences across complex organisations

To be persistent, tenacious, highly motivated and not easily discouraged

Track record of inclusive leadership and motivating a digital and application engineering team, project and matrix management across a large organisation

Experience of procurement, operational and contract management of technology suppliers and other resources in a commercial relationship

Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development relevant to role

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.