

Job Description

Job Title:	Dawson Library Systems Development Manager
Location:	Norwich
Reports To:	
Date:	Sept 2017

Job Purpose Statement

This is a hands on management role. The purpose is to:

- Work with the product owners to help them refine product backlog items so that they are in a good shape for sprint planning.
- Balancing achieving clarity about the items at the top of the backlog, with ensuring successful delivery and deployment of the current sprints and mid to long term product roadmap development.
- You will work closely with the Accounting, Business Analysis & Architecture (AB&A) team agreeing designs for new developments.
- You will also work closely with IT Operations and the Business and external project managers to ensure developments are deployed without surprises, within budget and benefits are realised.
- Reporting to you are very experienced development managers for the back office systems and frontend systems. Your role is to join-up/arbitrate and co-ordinate the dependencies between these two teams. Additionally you should work with the support team on a day-to-day basis to try and ensure that they are addressing priority support issues and leaving the development scrum teams free to focus on development of the current sprint.
- You should also protect the teams and ensure they are able to focus and zone in on technical delivery within each sprint while you focus on what is coming next. One of our key initiatives is to minimise developer context switching. You will support this by making sure that they only check emails at designated times, don't take phone calls, don't leave instant messaging open and discourage people from walking into development.
- The back office systems are written in VB6, VB.Net and C# while the frontend systems are written in Java and VB.Net. You need to be sufficiently hands on to be able to perform analysis, design, QA across these platforms.
- You will need to be able to manipulate database using SQL.
- You will take on responsibility for Release Management and Change Control across the team. You will ensure that the processes have been followed and will have authority to authorise changes to be deployed into production.
- In your work with the AB&A team you will work on projects to improve developer efficiency, and move towards continual integration and deployment.
- You should also be an Agile evangelist within the IT Developer community and the wider

company. You should take on the Scrum Master Role in one of the Scrum teams and mentor junior scrum masters.

- You will work closely with your counterpart – the Wholesale Systems Development Manager to ensure that both Wholesale and Library teams are working using consistent processes, sharing knowledge and skills. Ideally you will be able to cover for each other when necessary.

The successful applicant must be able to show competency and be willing to undergo a test as part of the application process.

Principal Accountabilities and Responsibilities

- Support, maintain and develop software written in VB6, VB.Net, C# and Java
- Develop the development teams capability and processes to drive ever greater efficiency and innovation.
- Success will be measured in the successful outcome of projects delivered by your teams in terms of cost, time, quality, stakeholder satisfaction and in many ways more importantly how you deliver these projects in terms of the Agile Scrum Values and our own company values. [To be clear if you deliver on time, cost and quality by walking all over values like Respect, Openness and Innovation, you will not personally be successful.]
- Staff time recording and tracking actuals against budget, updating estimates on open tasks, updating delivery schedules and plans for the teams as necessary.
- Development Progress Reporting to business stakeholders and IT Management.
- Mentor juniors to help them improve their value to the team.
- Take part in the out of hours support rota.

In addition to the duties and responsibilities listed, the jobholder may be required on occasion to perform other duties assigned by the supervisor/manager. This job description is a guide to the duties and responsibilities of the post and is not exhaustive. Subject to the needs of the service, the content of the job description for this post is subject to continuous review.

Organisation Chart

This role reports into the Head of IT with a dotted line to Library Services MD and Product Owners.

Environment

Based from an office site with high use of VDU screens and keyboards, and the telephone on a regular basis.

Agreed By					
Post Holder	Signature	Date
Post Holder	Signature	Date

Person Specification

Job Title:	Dawson IT Development Manager
Date:	Jan 2018

Points	Essential	Desirable
Minimum Academic Achievements	None – Relevant commercial experience is more important than particular academic qualifications	Degree in computer studies or equivalent
Previous Experience	<p>Previous Scrum Master, Project Management or Staff Management experience is essential.</p> <p>A track record of being able to contribute ideas and experience at all stages of the business and software development life cycle, within IT and across the company.</p> <ul style="list-style-type: none"> - Ability to elicit functional and non-functional requirements from users - Ability to work with stakeholders to derive a business case to initiate development work. <p>Must be able to demonstrate a strong technical capability including relevant commercial experience using .net or Java.</p> <p>Strong SQL and Database Design Skills.</p> <p>Minimum of 5 Years' Experience in a similar roles.</p>	<p>Certified Scrum Master</p> <p>A knowledge of publishing and consuming Web Services, e.g. WCF using WSDL, SOAP, REST etc (MSMQ), WebApi...</p>
Skills/Competencies	<p>Ability to build relationships within the immediate and wider teams and the customer base.</p> <p>Ability to adapt communication style to suit the needs of the audience or situation.</p> <p>Strong data analysis and manipulation skills</p> <p>Proven evidence of suggesting and implementing change – proactive approach</p> <p>Ability to solve problems using own initiative – proactive approach to identifying these</p>	<p>Agile Scrum</p> <p>SAFe (Scaled Agile Framework)</p> <p>ITIL</p> <p>Prince 2 / PMBOK</p> <p>Confluence and JIRA</p>

	<p>Ability to make decisions based on logic and interpretation of fact</p> <p>Ability to prioritise work effectively and work unsupervised.</p>	
Personal Attributes	<p>Displays enthusiasm and drive for achieving high standards</p> <p>Track record of continuous learning</p> <p>Strong Communicator / Team Player</p>	
Circumstances	<p>Flexibility regarding hours as an out of hours rota is in operation</p>	