

**Role information**

Role: **Integration and Development Manager**

Area: **Digital Services**

Reports to: **Head of Applications and Systems**

Responsible for: **Integration and Development Team**

Grade: **IT10**

**Role purpose**

Sole responsibility for the council’s Integration and Development service maintaining and developing connections between the council’s Residents Portal and the Line of Business systems that enable Resident’s self-service. Success of this service is essential for the delivery of services, the collection of revenues and enabling the council to achieve its multi-million-pound savings objectives.

Identification and procurement of the technologies and resources required to establish and expand the service to increase savings and improve the service to residents.

Sole responsibility for deployment and management of process automation to support the council in achieving its savings objectives.

Lead a multi-disciplined end-user facing development and Integration team, creating and implementing plans to ensure technical staff deliver a high-quality, continually improving support and development service to key departmental business and technical leads, while maintaining adherence to relevant industry standards, security protocols and council policies.

Participate in support and management of the wider applications and systems service.

**DESCRIPTION OF DUTIES:**

Leadership

* Establish a well-supported operational service that is scalable and capable of meeting BAU and rolling programme development requirements.
* Identify the need for additional tools to manage the growing estate of complex integrations and to lead on the procurement of such technologies.
* Understanding of both back and front office software and technology
* Design and document integration solutions – including but not limited to application integrations.
* Manage and maintain the integration architecture.
* Providing technical assistance to trouble shoot and problem solve integration errors
* Resolve issues arising with integration methods available with Line of Business systems, recommending and developing creative and pragmatic solutions as required to meet business needs.
* Develop and direct others to develop integrations that include both internal and external systems e.g. central government systems e.g. DVLA and contractor Line of Business systems.
* Support Digital Services limited .NET development capability
* Ensure Disaster Recovery documentation is maintained and team members are familiar with the arrangements and responsibilities.
* Manage third party software, technologies and suppliers in relation to the role including on-premises, SaaS and traditional hosting arrangements.
* Manage the development of reports and diagnostic tools as required to ensure the efficient operation of the service.
* Effective and efficient management of an operational support and development team ensuring a high-quality service and good value for the council.
* Responsible for work allocation across the Integration and Development team and the leadership, guidance direction, monitoring, support and development of the team.
* Act as Primary Escalation Point for all issues relating to the Integration and Development service and as part of the management team, all issues arising across the Applications service.
* Lead for Applications and Systems in an agreed selection of service areas and projects such as Change Management, Systems Monitoring and Control, Application Delivery, Commissioning (Servers).
* Recommend procedural and technical changes to improve the quality and value of the service.
* Work with and manage a range of third-party suppliers to ensure our systems are well-run and cost-effective
* Liaise with major service suppliers to identify and resolve issues and propose changes to the service.
* Promote the service and evaluate and recommend opportunities for further integration and business efficiency.
* Ensure accurate maintenance of all Application Support documentation and inventory systems to support effective service delivery and cost control
* Maintain an effective team rota, and appropriately schedule work, ensuring the service provides gapless coverage wherever possible during core hours, and that work is allocated with consideration to staff abilities and capacity
* Liaise with other managers both within the department and in other business areas, for the joint resolution of problems requiring collaborative work.
* Work with users and service leads to determine service requirements, manage customer expectations, and plan, implement and review the provision of support services to improve service provision and customer satisfaction
* To deliver the IT service, work out of hours on occasions in order to assist with planned activities. You will be able to take Time Off In Lieu (TOIL) by arrangement with your manager
* Deputise for the Head of Applications and Systems where necessary

**Experience and Qualifications - Essential**

* Expert knowledge and experience of working with development teams to architect, design, build and implement application integrations, including
* Expert technical problem-solving experience across the full range of integration technologies
* Expertise in managing and challenging software suppliers to ensure that commercial and technical obstacles are overcome in a timely and cost-effective manner.
* Expert understanding of the direction for future technologies within your domain
* Expert knowledge and experience of how excellent service delivery can be delivered effectively in a busy and complex technology environment.
* Expert knowledge and experience in leading and managing a multi-disciplined technical support team.
* Expert knowledge and experience in running a high-pressure live support and development service, including co-ordination of day-to-day operational and project support, changes, and the delivery of emergency response to unexpected, high-impact incidents or problems
* Expertise in working directly with business users and business analysts and other stakeholders at all levels to best understand business requirements and specifications
* Expert Understanding of the need for business level efficiencies and being able to evidence value from investment in integrations

**SFIA Level 4 as a minimum**

* **Technical Experience/ Skills/knowledge** 
  + Proficient in the application of automated systems to the support of specific business functions or processes including an understanding of the DEVOPS approach where development and operational staff work together.
  + Proficient in understanding the IT / IS infrastructure, operating systems configurations and the IT applications and service processes used within the organisation.
  + Proficient in the frameworks and principles on which networks, systems, equipment and resources are based.
  + Proficient in the use of tools or systems which provides access security control (ie prevents unauthorised access to systems).
  + Proficient in the discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, software licences, documentation, etc. required to deliver an IT service.
  + Familiar with telecommunications and networking protocols.
  + Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role
  + Proficient in understanding and applying software which enables the user to create, populate and manipulate data structures.
  + Proficient in understanding the products and services supplied to the organisation by external suppliers.
  + 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
  + Familiar with understanding the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations.
  + Familiar with techniques for identifying, gathering and validating customers’ needs in the delivery of IT services.
* **Leadership and Autonomy**
  + Set direction for self and others in line with corporate objectives.
  + Plans own work to meet given objectives and processes
  + Exercises substantial personal responsibility and autonomy.
  + Routinely directs the work of others and schedules work across the service
* **Influence**
  + Actively leads on communication to the organisation, users, suppliers and partners to support transformational change.
  + Responsible for the work of others and for the allocation of resources.
  + Takes decisions which influence the success of projects and team objectives.
* **Complexity**
  + Work includes a broad range of complex technical or professional activities, in a variety of contexts
  + Investigates, defines and resolves complex issues
* **Business Skills**
  + Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences.
  + Leads collaboration between stakeholders who share common objectives.
  + Rapidly absorbs new information and applies it effectively.

Leads in maintaining awareness of developing technologies and their application

**Experience and Qualifications – Desirable**

Understanding of the local government environment and challenges

* Familiarity with agile software development, practices and tools
* .NET development

**Attitude Matters**

Your skills and ability are important however, we recruit as much for attitude as we do experience.

We are looking for people who have the following attributes:

**Complex problem-solving:** The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

**Critical thinking:** The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking.  You can rationalise decision-making and form views quickly and soundly from a range of sources.

**Creativity:** You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations.  You can apply creative solutions that deliver hard outcomes.

**People management:** You can get the best out of people.  You have a coaching-style and drive through a commitment to personal and professional development.  You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

**Coordinating with others:**You have the knack of working well with others.  You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others.  You will also can recognise how others work, think, and feel to get the most out of collaboration.

**Emotional intelligence:**You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group dynamics.  You can recognise motiving factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

**Judgement and decision making:** You can take rational and evidence-based decisions and take responsibility for your decisions and actions.  Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

**Negotiation:** You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners.  This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

**Service orientation:**You must be unequivocal in your commitment and drive for outstanding service delivery.  Both in terms of the quality of products and work delivered as well as the achievement of objectives.  You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

**Cognitive flexibility:** The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach.  Applying cognitive flexibility to situation of significant change and transformation.

**Who we are**

How we act defines who we are. At the heart of our organisation is a common approach to defining ‘who we are’. We are looking for people that can build this into everything they do.

