UNIVERSITY OF LEICESTER

Job Title: Head of DevOps and DataOps
Grade: 9
Salary: £59,966 to £67,468 per annum
Department: Digital Services
Hours/Contract: Full-time, Permanent
Job Family: Management and administration
Reference: 11641

Role Purpose

This role leads and manages the University's application development and operations teams, ensuring that digital solutions (products) meet service requirements and are delivered efficiently and effectively in alignment with the University's Digital Strategy & Masterplan.

The role is responsible for the development and support of the major applications, master data, and information reporting systems that support the University's business processes, including student records, timetabling, accommodation management, research management, finance, HR/payroll, marketing, and facilities management. It is critical to enabling the University to streamline and automate processes to enhance efficiency and reliability; ensuring valuable data and insights are provided to support the University's growth, serve students, and improve operational efficiency.

The role has ownership of the technical strategy and roadmap for these applications and solutions, and the tools required to manage them, managing strategic supplier relationships as necessary. The postholder will apply their high-level expertise to evolve the solution development life cycle within the team and across the wider Digital Services team, applying suitable methodologies, technical standards, documentation, policies, and processes.

The ideal candidate will demonstrate a passion and enthusiasm for technology, cultivating a mindset geared towards continuous improvement in systems and workflows, and adopting a proactive approach to optimization. Leadership qualities such as empathy, clear communication, and the ability to develop, inspire, and motivate high-performing teams are essential. The capability to foster a collaborative, adaptive and productive environment is critical.

Resources Managed

This role provides line management for the team leaders of the 5 sub teams; DevOps, DataOps, ERPOps, Dev Team, Agile Delivery.

Main Duties and Responsibilities

- Manage a group of specialist solution developers, low code developers, data and integration developers using modern technologies and tools including power platform and data platforms to deliver new solutions and operational excellence automation developments, whilst maintaining the effective operation of current critical applications.

  - Provide future strategic technology direction by developing horizon plans and providing guidance to the teams.

  - Constantly evaluate and implement ways to improve the skill sets of developers and specialists within the team.

  - Enable and maintain the distribution of knowledge and skills across the team in order to minimise operational risk and maximise resource flexibility.

  - Demonstrate and embed customer-focused behaviour in the team.

  - Provide timely feedback and coaching to individuals as necessary.

  - Deliver all appropriate aspects of team management, including communication, health and safety, recruitment and ongoing personal development.

  - Maintain and share in-depth knowledge of emerging thinking and best practice in systems integration and solution development

  - Produce and maintain standard templates and policies for technical documentation. Quality assures key technical documentation produced within the Development and Integration team and by suppliers.

  - Ensures that quality is integral aspects of the development process.

  - Implement a common source control toolset and act to ensure all code and scripts owned or produced by Digital Services are properly source-controlled.

  - Standardise the toolsets being used across the team in order to facilitate support and encourage collaboration between developers.

- Maintain accountability for the management, operation and ongoing improvement of key Business systems, such as the ERP System, Student Records System and underlying Database and Application systems

  - Act as point of escalation for 2nd and 3rd line support issues, ensuring timely and appropriate resolution.

  - Plan and lead preventative maintenance and upgrade work, preparing change requests, undertaking impact analysis and liaising with key clients as necessary.

- o Liaise with suppliers on incident resolution, defects, feature requests and product roadmaps, either directly or with the relevant supplier managers within Digital Services.

- o Provide expert knowledge of the overall configuration of the services and interdependencies between components.

- o Bring visionary thinking to the development of services.

- o Explain emerging trends to senior stakeholders in language which enables them to understand how new technical capabilities can be exploited to support strategic University goals.

- o Work closely with the Partnering team, participating in requirements analysis and demonstrating the features and potential of technologies as necessary

- o Lead relevant technical experts as they review specifications, generate solutions, design and implement systems accordingly.

- o Act as key member of the Architecture Board group which sets architectural principles and assures all solution designs

- o Own the disaster recovery plan for relevant systems

- o Own the configuration of relevant systems, ensuring that documentation is accurate and current

- o Set standards for relevant systems

- o Manage risks associated with relevant systems

- • Prioritise, plan and organise available resource within the Dev Team, Agile Delivery and ERPOps and DataOps teams, balancing both short-term operational requirements and long-term strategic objectives.

  - o Maintain detailed, realistic and accurate resource plans for the teams, reviewing regularly for accuracy and currency.

  - o Guide Project Managers, change owners, Service Owners and other colleagues with sizing of development work and accurate estimating of effort.

  - o Work closely with Service Owners and Project Managers during project initiation to ensure appropriate developer resources are available and allocated to projects. Manage exceptions and project change requests to minimise impact to other work.

  - o Work closely with Service Owners to ensure suitable and agreed levels of developer resource are available for third line support activity, including Requests for Change, preventative maintenance, integration and system upgrades.

  - o Mitigate and resolve resourcing risks and issues early to maintain team effectiveness.

Internal and External Relationships

Internal

Key senior business stakeholders across the central professional services divisions to understand current service delivery performance, future needs and manage escalations.

Key service providers in academic areas in respect of teaching and learning to understand current service delivery performance, future needs and manage escalations.

External

Maintain relationships with key strategic suppliers – e.g. Microsoft, Tribal, SAP

Maintain relationships with peers across wider HEI sector in respect of service area

Planning and Organising

Management of solutions development with a time horizon of 12-36 months.

Contributing insights from own areas into longer term planning of strategic direction of Digital Services on a 3-5 year horizon.

Planning and organising of critical operational work – e.g. major system/application upgrades – on a 12-24 month horizon.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level in an IT related discipline or with equivalent additional experience.*

- Substantial technical experience in solutions development and system implementation within one or more operating environments within a complex IT service serving a large organisation.

- Experienced solution designer. Brings clear, 'customer focussed' thinking to the development of technical strategies, standards and design principles. Is enthusiastic about the potential of new technologies to bring value to the University. Maintains excellent awareness of technical innovations and emerging trends.

- Successful track record in building and leading highly flexible teams of developers and technical experts, operating in a matrix environment. *

- Excellent conceptual knowledge of the major components constituting a modern IT architecture.

- Substantial experience in a team leadership position*

- Experience working in/with a structured service delivery organisation using ITIL disciplines to achieve effective business alignment.

- Familiar with the technologies relevant to the team's purpose. Experience with any or all of the following are of interest:

    - Microsoft M365 and Azure technologies, including Office 365, Business Intelligence.

    - SAP ERP (Basis, FI, HR, ESS/MSS, Payroll, SRM, PI)

    - Tribal SITS

    - MS SQL Server

Desirable

- Highly developed analytical skills and problem-solving ability. Able to lead a team through a problem-solving exercise.

- Excellent interpersonal skills.

- Excellent verbal and *written communication skills. Excellent technical documentation skills.

- Customer focussed. Capable of engaging and working with senior clients and end users at every level to understand business requirements, translate these into system specifications and deliver services to support them.

- Excellent team leadership ability. Used to working in a matrix managed environment to influence and enable effective working across team boundaries

- Able to work with minimal supervision. Self-confident and self-motivated. Able to organize, prioritize and plan own work, and that of others

Skills, Abilities and Competencies

Essential

- Ability to demonstrate behaviours that are in accordance with the University values of inclusive, inspiring and impactful.

- Excellent team leadership ability

- Highly developed analytical skills and problem solving ability. Able to lead others through a structured problem solving exercise

- Excellent interpersonal skills

- Excellent verbal and written* communication skills

- Customer focussed. Capable of engaging and working with senior clients and end users at every level.

- Highly adaptable and flexible. Able to adjust quickly to new situations and changing priorities.

- Willingness to update professional knowledge and a commitment to continuous improvement.

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.