

JOB DESCRIPTION

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| 1. Service team | Digital Services |
| 2. Post Title | Development and Innovation Manager |
| 3. Post Number | |
| 4. Post Grade | Grade I |
| 5. Section | Transformation |
| 6. Responsible to | AD: IT, Cyber and Digital |
| 7. Responsible for | WordPress Developer
Business Analyst
GIS Officer
Senior Developer
2 x Junior Digital Developer |
| 8. Main Purpose of Job | <p>To lead, manage and co-ordinate the delivery of digital change and provide line management for the the development team within Digital Services.</p> <p>To be the council's lead officer for providing technical direction and solutions for service improvements and efficiencies.</p> <p>To drive culture change required as part of the council's approach to digital.</p> |
| 9. Specific Duties | |
| | <u>General</u> |
| 9.1 | To provide effective line management for the technical roles within the transformation team, and help to ensure there is a seamless and positive relationship with the programme management team. |
| 9.2 | To co-ordinate and manage the effective delivery, monitoring and reporting of the teams priorities, including actions sitting within the council's Digital Strategy. |

- 9.3** To manage all aspects of the council's digital/online services, including the digital platform, intranet and websites.
- 9.4** To provide clear direction for the council's digital future, including advising on the appropriate technology solutions.
- 9.5** To identify and support the delivery of efficiencies and improvements in services across the council, through the identification and delivery of effective digital solutions.
- 9.6** To provide challenge to traditional ways of working – offering alternative solutions where possible, with a particular focus on improving the customer experience.
- 9.7** To lead on driving the culture change needed to support the teams projects.
- 9.8** To report on the progress and success of the team to a range of stakeholders, including members, management team and partners.
- 9.9** To build constructive relationships with partner organisations to identify efficiencies and improvements, with emphasis upon digital solutions, customer focus and culture change.

10 Technical

- 10.1** Take a leading role on the teams agile approach to development ensuring effective delivery of service improvements.
- 10.2** Lead the team's approach to technical solutions, ensuring the team is able to simplify complex language and processes, using content and usability guidelines.
- 10.2** To lead on the council's approach to building and testing interfaces and integrations between systems.
- 10.3** To develop and embed a process of thoroughly testing developed systems, and ensure a robust bug management process is in place.
- 10.4** Ensure that developed code is correctly documented and stored with version control and ensure that bug reports are processed correctly and change management procedures are correctly followed.
- 10.5** Keep on top of market trends and new ways of delivering digital services.

11. General

- 11.1** Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.
- 11.2** To adhere to all council policy, in particular Equal Opportunities.
- 11.3** To undertake any other duties assigned by the Associate Director, which are appropriate to the grade and character of the post.