

# Software Development Manager

## Basic information

**Scale:** 3

**Job family:** DDaT

**Terms:** Permanent

**Location:** Cheltenham/remote

**Reports to:** Head of Product Engineering

**Direct Reports:** Yes

**Team:** Digital Development

**Business unit:** Digital and Data

**Date reviewed:** November 2020 v2



## Job purpose:

The Software Development Manager is a senior role within the UCAS Product Engineering team. You will play a significant role in leading the build of our digital products through an end-to-end collaborative, multidisciplinary approach.

Through the adoption and implementation of modern software engineering techniques you will engage and enthuse software development teams while maintaining their line of sight to our customers' needs and how they can best deliver value to them at pace.

## Key accountabilities:

- Accountable for digital product software development within UCAS and leading a large agile development team, ensuring that the function is highly engaged and motivated.
- Owns the creation and ongoing improvements of UCAS development policies and standards that balances consistency of approach, with empowering each team to be able to build solutions that support individual product roadmaps across our different customer groups.
- Accountable for consistently implementing modern software engineering practices across the development community.
- Create a centre of software development excellence within UCAS, leading a team of experts through matrix management, and providing a career path for software engineering progression within UCAS.
- Work with Product Management to understand the digital product pipeline and its demands on people capacity and skills. Manage the resource plan to ensure the scrum teams are resourced to capacity and are high performing, functioning teams, managing any risks or dependencies with the wider product engineering management team.

- Work with wider Product Engineering management team to ensure consistency in delivery estimation and robust reporting metrics. Provide regular updates to the Digital Delivery Board when required.
- Ensuring alignment with the Platform Engineering team in support of achieving our digital development goals, ensuring requirements to support CI/CD, build/deployment automation, environments etc are well documented and agreed.
- Working with the Architecture teams to ensure all development efforts are aligned to the architectural roadmap and be an active part of the architectural community through participation at design forums and Architectural review boards.
- Ensure consistent development patterns and standards are documented, understood and adhered to.
- Define the measurements and metrics required to effectively baseline, track and monitor our software engineering performance.
- Ensure that quality is built into our product development efforts by working with the QA Lead and adhering to the UCAS QA and Test standard.
- Working with the Product Owner lead to ensure a prioritised, high quality backlog is in place for each team to ensure we maintain high delivery cadence, output and productivity.
- Work with the Release Train Engineer in terms of metrics, reporting and backlog readiness, working within the SAFe framework.

#### **Skills, qualifications, and experience:**

- Previous experience of leading and managing large software development teams across a diverse portfolio of software products and services in a matrix managed, agile organisation.
- Extensive experience of leading Agile scrum teams within a SAFe environment, including organisational transformation to a product led way of working.
- Demonstrable experience in setting software development vision and direction and implementing new cross functional capabilities within a software product business.
- Experience of working within a Dev/Ops culture, in addition to having had experience of implementing modern software engineering techniques such as Continuous Integration and Delivery.
- Previous experience of working as part of a technology leadership team in a Software development capacity.
- Background in computer science and previous hands on engineering roles, with recent team management and leadership experience.
- Previous experience of deputising for a head of service level post.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

#### **Our values in action:**

**Customer-focused** – We understand what our customers want, and we act on their changing needs.

**Collaborative** – We collectively create an engaging and positive work environment.

**Accountable** – We take ownership of our individual and organisational performance.

**Service excellence** – We realise, grow, and maximise our potential.

**Trusted** – Individuals are trusted to make informed decisions and take appropriate risks.