

Job Description

Post title:	Senior Developer
Professional Services unit:	IT Services
Location:	Shawcross, University of Sussex
Grade:	8 (TBC)
Responsible to:	Head of Software Development and Delivery
Direct Reports:	Developer [G7] BI Developer [G7] Apprentice Developer [G4]

Role Description

Manages the team who provide day-to-day application support for the core business systems. Plays a hands-on role in activities to identify, design, build, install, integrate, test, debug and add new features to software systems and components. This team also undertakes BI (Business Intelligence) development work.

Specialises in use of programming languages to translate business requirements into technical solutions.

Principal Accountabilities

1	Manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2	Manage the operational outputs of the team.
3	Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4	Work in partnership with other key stakeholders to ensure seamless service.
5	Undertake technology and software product selection, bringing forward recommendations to ensure the achievement of required business outcomes and project objectives.
6	Provide day-to-day management of work of direct reports, through all aspects of the ITS Software Development Life Cycle (SDLC), the ITS Helpdesk, co-ordinating their work with other team members, ITS colleagues and business stakeholders as required.
7	Support, train and mentor junior colleagues as required.

8	Deputise for the Head of Software Development and Delivery required from time to time.
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Key Responsibilities

Core Professional Services Responsibilities	
1	<p>Departmental Management and Leadership</p> <p>1.1 Provide management and leadership to motivate the department to achieve targets and objectives.</p> <p>1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department.</p> <p>1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working.</p> <p>1.4 Support the development of others, providing training and coaching in area of expertise.</p> <p>1.5 Foster an ethos of continuous improvement.</p>
2	<p>Service Delivery</p> <p>2.1 Work within overall University policy and procedure to ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.</p> <p>2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.</p> <p>2.3 Contribute to the development of departmental/functional strategic planning processes.</p> <p>2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.</p> <p>2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.</p> <p>2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area.</p> <p>2.7 Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.</p>
3	<p>Policy and Procedure</p> <p>3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.</p> <p>3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.</p>

	3.3 Ensure appropriate governance is in place for area of expertise.
4	<p>Customers and Stakeholders</p> <p>4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.</p> <p>4.2 Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.</p> <p>4.3 Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.</p>
Role Specific Responsibilities	
5	Formulates and communicates complex information relating to the design, development and delivery of software products to a range of stakeholders who may have conflicting requirements and limited understanding of relevant technical concepts.
6	Plays a key role as technical lead in project teams concerned with the delivery of systems and services that are critical to key business functions. Uses specialist knowledge and expertise to analyse and present technical options, and advising on recommended approach.
7	Pro-actively promotes and supports the implementation of the ITS Software Development Life Cycle, including continual process improvement and maintenance of associated tools.
8	Works with Business Analysts and Product Owners to ensure understanding of business requirements.
9	Participate in sprint planning to determine the team's objectives for upcoming sprints.
10	Perform work tasks in accordance with sprint plans to deliver specified outputs and outcomes.
11	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.
12	Designs, codes, documents and tests new applications and software components, employing advanced and specialist problem solving skills to deliver required outcomes and outputs within project scope dimensions of time, budget and quality.
13	Writes high-quality, secure code compliant with ITS and relevant industry standards and regulations.

14	Collaborates with the Testing Team to create and execute required test plans.
15	Initiates and undertakes knowledge transfer to ITS and other colleagues as required.
16	Maintains own up-to-date knowledge of key trends and developments related to enterprise software development and delivery.

Indicative Performance Criteria

1	Leading a team of up to 3 staff that may at any time include both permanent and fixed-term or contract staff.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Responsible for the achievement of targets related to the delivery of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions.
5	The post holder reports to the Head of Software Development and Delivery, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.	X	
Effective management skills.	X	
Well-developed oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.	X	
Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contribute to team working.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	
Extensive knowledge of professional software development practices and associated technologies.	X	
Good knowledge of SDLCs.	X	
Knowledge of integration patterns/practices and API management	X	
Strong knowledge of HTML, web frameworks and web accessibility standards.	X	
Significant, hands-on coding experience.	X	
Minimum of three years software development experience.	X	
Practical experience working with Agile delivery practices.	X	

	Essential	Desirable
Excellent knowledge and experience of at least one of the specific technologies below (Job Role/Project Dependent)	X	
<ul style="list-style-type: none"> Excellent experience of the Microsoft Dynamics suite of applications. 		X
<ul style="list-style-type: none"> Experience of two of the following programming languages: Java, Python, PHP. 	X	
<ul style="list-style-type: none"> Excellent experience of database development including PLSQL 	X	
<ul style="list-style-type: none"> Excellent experience of Oracle Forms and Oracle Databases 	X	
<ul style="list-style-type: none"> Excellent experience of Dell Boomi and Flow 		X
Minimum of two years working with an Enterprise Service Bus/microservices platform		X
Minimum of one year leading a software development team/s.		X
Experience working in a service-oriented environment.		X