

Job description

Title: Lead DevOps Manager

Reports to: Head of ICT

Location: Any IOPC office

Grade: 14

Salary: £59,260 per annum (plus London Weighting if applicable)

Contract: Permanent

Purpose

As a Lead DevOps Manager, you will be welcomed into a dynamic and inclusive Digital, Data and Technology directorate. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes, and this is your opportunity to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

The role resides within the ICT senior management team and has overall responsibility for developing corporate ICT application and business solutions.

However, the role also coordinates design and build activities across the organisation at every level, supporting the Head of ICT to ensure ICT capabilities align to the businesses mission statements and underpinning strategic direction.

As Lead DevOps Manager you will lead project and operations teams and contribute to the development of their strategic direction.

You will:

- act as a technical product owner, developing medium to long term strategies for product lines
- provide technical leadership and guidance through coaching and mentoring
- support the development and operation of software through tools, environments and practices

- be responsible for underpinning good development processes including managing tools and testing environments, central code control, maintaining development standards and writing software that automates systems
- lead the sharing of knowledge and good practice

This will include:

- Contributing to the corporate, strategic and tactical direction of ICT services
- Technical owner of relevant projects and enterprise application products.
- Translating new or evolving business requirements, into digital services that align with the ICT Architectural Principles
- Work with internal and external technical architects, ICT Business Relationship and ICT Service Delivery Managers to ensure that the transition and transformation of services supports current and future architecture and business visions.
- Lead and contribute to strategic technology change projects
- Deputising for the Head of ICT and representing the service as a whole in your delegated area
- Delegated operational and project procurement activities
- Oversight of operational & project budgets

Key Relationships:

The post holder will work closely with internal and external stakeholders at all levels, but with a focus on senior stakeholders and key business change drivers.

This will involve close working relationships with ICT Service Delivery Managers, Information Asset Owners, Business Owners, ICT Business Relationship Managers, the ICT Security & Information Assurance Manager and with external supplier managers and their staff.

The post holder will advise and support as part of the ICT senior management team in developing ICT strategy and governance in accordance with business requirements, responding to and providing strategic and tactical direction for business change.

As a primary operational client-side contact, the post holder will lead on resolving high profile issues and managing suppliers to ensure a high standard of service at all levels.

The post holder will contribute to the following best practice processes: Change Advisory Board, change request, problem review, project boards, risk review, supplier management, Technical Design Authority, and Continual Improvement initiatives. Where required, report on BAU activities and change programmes.

The post holder will be expected to gain or hold security clearance to SC level.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The post holder will need to be committed to managing in the context of these values.



Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](#) for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Welsh Language Standards](#) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



Main duties and responsibilities

DevOps skills

- **Availability and capacity management.** You can manage service components to ensure they meet business needs and performance targets.
- **Development process optimisation.** You can identify process optimisation opportunities and contribute to the implementation of proposed solutions.
- **Information security.** You can understand information security. You can design solutions and services with security controls embedded, specifically engineered with mitigation of security threats as a core feature.
- **Modern standards approach.** You can demonstrate a strong understanding of the most appropriate modern standards and practices, and how they are applied. You can coach and guide others in these standards.
- **Programming and build (software engineering).** You can collaborate with others to review specifications. You can use the agreed specifications to design, code, test and document programs or scripts of medium-to-high complexity, using the right standards and tools.
- **Prototyping.** You can approach prototyping as a team activity, actively soliciting prototypes and testing with others. You can establish design patterns and iterate them. You can use a variety of prototyping methods and choose the most appropriate.

- **Service support.** You can demonstrate a breadth of understanding of service support.
- **Systems design.** You can design systems characterised by medium levels of risk, impact, and business or technical complexity. You can select appropriate design standards, methods and tools, and ensure they are applied effectively. You can review the systems designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of multiple systems and technology.
- **Systems integration.** You can establish standards and procedures across a service product life cycle, including the development product life cycle, and can ensure that practitioners adhere to these. You can manage resources to ensure that the systems integration function works effectively.
- **User focus.** You can collaborate with user researchers and can represent users internally. You can explain the difference between user needs and the desires of the user. You can champion user research to focus on all users. You can prioritise and define approaches to understand the user story, guiding others in doing so. You can offer recommendations on the best tools and methods to use.

Other duties

- Matrix management of in- house teams delivering DevOps services
- Contribute to the Service Improvement plan process.
- Ensure that application refresh plans are timely, appropriate, and delivered with consideration of system availability.
- Where appropriate, act as a key escalation contact for Directors for service delivery issues, ensuring they receive an appropriate level of customer care and support.
- Create an effective succession plan for team resilience and staff development opportunities.
- To deputise for other senior ICT managers, when required.
- Responsible for reviewing and advising on technical strategy and tactical solutions.
- Contribution to the technical and application roadmap and forward schedules for project implementation.
- Allocate appropriate resources to project implementations.
- Maintain close links to key business stakeholders, especially Business Relationship Managers, turning feedback into action plans to drive innovation wherever possible.
- Work with BRMs and colleagues across the business to develop plans and appropriate modelling activities for supporting significant change within ICT and across multiple business functions.
- Manage budget for application solution development
- Direct and provide advice in regard to the management of suppliers on key application contracts.
- To undertake any other duties as may be assigned from time to time commensurate with the level and responsibilities of the post.

Person specification

Essential

- Experience of managing in house teams to develop high quality digital services and outcomes.
- Experience of building strong working relationships with a variety of stakeholders.
- Strong customer focus ensuring user's needs are met.
- Experience in delivering strategic and tactical technology change.
- Good knowledge and experience of Software Development Lifecycle approaches
- Good knowledge and experience of common cloud platforms, especially but not limited to Azure and Microsoft 365 - especially SharePoint Online
- Excellent communication and negotiation skills.
- Positive can-do attitude and flexibility of approach.
- Experience of developing and working with Case Management solutions.
- Matrix management experience
- Experience of succinct report writing and budget management
- Knowledge and experience in relevant methodologies such as Scrum, AgilePM and ITIL
- Experience of working in a secure environment.

Desirable

- Experience of developing and working with Appian or other low-code solutions
- Project and / or delivery management experience.
- Experience of supplier management
- Understanding of the legal issues relating to ICT e.g. Data Protection, Freedom of Information and Computer Misuse Acts, copyright, intellectual property rights.

Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email humanresources@policeconduct.gov.uk

Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance.

The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

Preparation checklist

- ☐ Review the full job description
- ☐ Review the behaviours and the descriptors for each behaviour
- ☐ Review the Strengths dictionary
- ☐ Review the IOPC values
- ☐ Consider your Strengths (if applicable)
- ☐ Consider drafting example answers that cover the specific elements
- ☐ Prepare some questions to ask the interviewers