University of Edinburgh
Job Description

1. Job Details

Job title: Development Manager 010

School/Support Department: Management Information Services

Unit (if applicable): Development Team, part of Development Services Group

Line manager: Assistant Director, Development Services Group

2. Job Purpose

To lead the activities of the Development Team to achieve effective usage of available staff, hardware and software resources by ensuring that these resources are matched to project and service requirements.

3. Main Responsibilities

1. Resource Manager for the Development Team responsible for providing estimation framework, skills matching, resource scheduling to projects and tasks, follow up monitoring, forward planning and regular reporting of staff utilisation against projects and services. Approx. % of time 20

2. Provide overall line management, leadership and focus for the Development Team and ensure staff have a supportive and enabling environment in which they can work effectively whilst achieving a high degree of job satisfaction. 20

3. Design and develop IT solutions which most effectively meet the requirements of the customer and create detailed technical specifications and standards particularly for strategic or high profile projects. 40

4. Provide specialist input to projects by advising on technical fit to business requirements, systems architecture and resource profiles. 10

5. Lead IT and business process improvements within MIS, working closely with senior colleagues in the Development Services Group and MIS as a whole to promote and maintain the successful operation of the department. 10

4. Planning and Organising

- Task estimation, skills matching and resource scheduling for projects, typically up to six months in advance, with often complex re-planning requirements due to changing business priorities.
- Overall responsibility for the management of the Development Team with particular focus on: leadership, goal-setting, coaching/mentoring, training, appraisals, promotions, recruitment, budget management, identity and environment.
• Producing technical specifications which provide the basis for development work undertaken by project teams.
• Regular formal liaison with key internal development customers in MIS with proactive issue reporting and implementation of corrective action as required.
• Lead IT and business process improvements within MIS, for example development of the MIS Projects Methodology and MIS Style (User Interface) Standards.
• Monitoring team output to ensure delivery of project tasks to standards within agreed deadlines and budgets.

6. Problem Solving

• Lead the resolution of human resource and scheduling conflicts to ensure the needs of all stakeholders are best satisfied.
• Problem resolution for professional or personal issues affecting the work of the team.
• Analysing requirements and designing IT solutions, often using new and innovative techniques, to solve complex business and technical problems typically working under pressure to meet business deadlines.

6. Decision Making

• The post holder operates with a large degree of autonomy and day-to-day problems are handled within the remit of the role, with only more serious issues being escalated to the Assistant Director Development Services for direction/decision as required.
• Deciding on development priorities for effective budgetary, operational and strategic management. Additionally deputising for the Assistant Director Development Services at internal and external meetings negotiating MIS operational decisions.
• Leading the recruitment and selection process for team members and participating in selection panels for other MIS and University departments.
• Determining appropriate technical responses to complex service or project issues and advising on possible solutions working in conjunction with customer, project team and support representatives.

7. Key Contacts/Relationships

• MIS Project Managers and senior University staff to review project and resourcing issues ensuring at all time that customers remain informed and aware of relevant business and project impacts rather than confused by unnecessary technical detail.
• External suppliers to review hardware, software and service offerings, organise training courses, software evaluations etc.
• Attendance at various internal and external committees, conferences and groups in order to enhance knowledge and awareness of University and technology requirements whilst increasing public profile of MIS and the University.

8. Knowledge, Skills and Experience Needed for the Job

• Degree, or equivalent qualification, preferably in a computer related subject.
• At least five years experience of systems analysis and software development with at least two years’ experience in a team leading role.
• Proven ability to successfully manage staff and project teams.
• Excellent analytical and problem solving skills
• Strong verbal and written communication skills with the proven ability to successfully interact with senior non technical staff.
• Strong customer focus and team building skills with emphasis on leadership.
• Good understanding of all University preferred technology components and active interest in technology developments.
• Knowledge of the structure and business requirements of the University combined with the vision and ability to successfully apply a broad range of technology solutions to bring business benefit.
• Maturity and confidence to work under pressure to deliver effective and high quality solutions.

9. Dimensions

The post holder is directly responsible for:

• A development team of 12 staff.
• Managing a non-staff budget of approximately £30K per annum
• Resource provision to the vast majority of MIS projects – typically 60+ projects per annum.
• Key role in successful project delivery to > 35000 MIS customers (staff, students, alumni and visitors).
• Providing technology advice and guidance to staff across MIS (50+) and the University.

10. Job Context and any other relevant information