Manchester City Council
Role Profile

DevOps Engineer. Grade 7
ICT & Digital Service, Corporate Services Directorate
Reports to: Lead DevOps Engineer
Job Family: Technical

Key Role Descriptors:

The roleholder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The roleholder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives

The roleholder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Role Portfolio:

ICT & Digital Department
The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”
The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. This role sits within the following service area:

- **Digital Enablement (DE):** Provides a multidisciplinary team that helps to design, build and run digital services. Service design involves analysing user needs, creating user stories, managing stakeholders, designing, building, testing, iterating software, and supporting the live running of the service. Agile delivery emphasizes collaboration, flexibility, and customer satisfaction. DevOps combines software development and IT operations to shorten the systems development life cycle while delivering features, fixes, and updates frequently in close alignment with business objectives. Integration connects different systems and applications to work together seamlessly. DataOps emphasizes collaboration, automation, and monitoring across the data pipeline. Data engineers are responsible for designing and implementing the technical infrastructure for data pipelines, including the collection, storage, and preparation of data for analysis.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

- 212 Office locations inc. 27 libraries
- Circa 8000 ICT users and 96 elected Councillors
- 200+ Line of Business Applications
- 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
- 10,000+ Laptops, PC’s, and associated End User Devices
- 300 printers"

The DevOps Engineer plays a key role in supporting the delivery and enhancement of MCC’s Low Code, Automation, Integration, and Data Analytics platforms. Contributing to the development of a digital and data-led culture, the DevOps Engineer helps the organisation realise its ambitions by working collaboratively with colleagues across multidisciplinary teams.

As a technical team member, the DevOps Engineer assists with the implementation of solutions identified during discovery phases, and actively participates in knowledge sharing to help maintain best practices and standards within the Digital Enablement function, the wider ICT & Digital teams, and the organisation.

The DevOps Engineer is responsible for building, configuring, and maintaining reliable and secure digital solutions using low code platforms, cloud technologies,

and data pipelines to meet organisational needs. The role works alongside business analysts and service design teams to help translate business objectives and stakeholder requirements into practical, effective digital solutions.

Using agile delivery approaches and low code development principles, the DevOps Engineer contributes to a collaborative, customer-focused environment. The role supports the use of automation tools, and assists in maintaining quality, performance, and security standards in all deliverables.

By applying DataOps and integration practices at an operational level, the DevOps Engineer supports improvements in business processes and data-driven decision making. The role helps to maintain and support the technical infrastructure for data collection, storage, and preparation, ensuring that data sources and systems connect effectively to advance the organisation's digital objectives.

The role will require the following skills and experience:

- Implementing Digital Solutions: Assist with the configuration and development of digital solutions using low code platforms, cloud technologies, and data pipelines.

- Agile Delivery: Contribute to agile delivery methods and support low code and automation practices to deliver digital solutions in a collaborative, flexible, and user-focused way.

- Quality and Performance: Help maintain the quality, performance, and security of solutions by supporting continuous integration, delivery, and automation activities.

- DataOps and Integration: Apply DataOps and integration techniques to support day-to-day data-driven decision making and enhance business processes.

- Stakeholder Collaboration: Work closely with business analysis and service design teams to help turn organisational and stakeholder needs into actionable digital solutions.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Planning and Organising:** Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
- **Project Management:** Ability to manage change control procedures and ensure that project deliverables are completed within budget and timescales.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation.
- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Technical Requirements (Role Specific)

- Experience in low code application development
- Experience in contributing to delivery of applications from concept, through beta and into production.
- Experience and comfort with Agile/Dev Ops methodologies

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