Manchester City Council
Role Profile

Lead DevOps Engineer, Grade 10
ICT & Digital Service, Corporate Services Directorate
Reports to: Digital Enablement Manager
Job Family: Technical

Key Role Descriptors:

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects, corporate initiatives and work packages.

As a subject matter expert, the role holder will oversee the design, development and implementation of innovative frameworks which enable the operation of effective technical services and support their contribution to the achievement of strategic and operational objectives.

Key Role Accountabilities:

Provide a lead technical consultancy function for Digital Enablement, ensuring that complex, innovative, scalable and secure digital solutions are designed and delivered in line with organisational, customer, legislative and regulatory requirements.

Lead the design, development, implementation and continual improvement of the Council's low-code, automation, integration and data analytics platforms, using cloud technologies, digital platforms and data pipelines to support strategic and operational objectives.

Drive the effective delivery of major technical projects, corporate initiatives and work packages, translating outcomes identified through discovery into practical technical solutions and ensuring that agreed objectives, quality standards and benefits are achieved.

Champion agile delivery methods, DevOps and DataOps practices, fostering a collaborative, flexible and customer-focused delivery environment across multidisciplinary teams.

Lead the adoption and effective use of continuous integration, continuous delivery, automation, monitoring and associated engineering practices to maintain the quality, performance, reliability and security of digital solutions.

Lead the design and implementation of technical infrastructure for the collection, storage, preparation and use of data, and enable the secure integration of applications, platforms and data sources to improve business processes, interoperability and data-informed decision-making.

Work closely with business analysis, service design and other professional disciplines to understand organisational and user needs, translate strategic objectives and stakeholder requirements into clear technical outcomes, and ensure that solutions are usable, inclusive and aligned with Council priorities.

Establish, promote and maintain technical standards, frameworks and ways of working across Digital Enablement, ICT & Digital and the wider organisation, facilitating knowledge sharing and supporting the development of digital and data capability.

Play a key role in the review and development of organisational strategies, ensuring that relevant performance measures are met and providing effective operational and strategic support for internal governance and external regulatory or inspection processes.

Foster successful relationships and secure stakeholder commitment through effective communication, consultation, negotiation and technical leadership, ensuring that solutions and work packages are delivered to agreed requirements and objectives.

Effectively commission and coordinate work packages across the assigned service area, other Council services and external organisations, ensuring that dependencies, risks, commercial considerations and wider organisational impacts are accounted for in decision-making, including consideration of Public Service Reform principles.

Manage assigned human, financial, technical or other resources where required, providing direct or matrix leadership, setting clear expectations and supporting performance, professional development and continuous improvement in service delivery.

Work on a rota or out-of-hours basis where required to meet customer demand and maintain effective service delivery.

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.

Dependent on the service area, the role holder 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 team:

- **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"

MANCHESTER CITY COUNCIL

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

- **Strategic Thinking:** Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.
- **Project Management:** Ability to define, document and manage through to implementation long-term complex projects with significant business, political, or high-profile impact, and high-risk dependencies.
- **Planning and Organising:** Ability to turn strategic ideas and objectives into practical, well organised plans.
- **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.
- **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.
- **Communication Skills:** Negotiates more complex agreements with Council wide impact. Is able to influence and persuade key Council decision makers. Utilises enhanced advocacy skills.
- **People Management:** Has ability to secure and direct resources for a wide area with diverse staff with clear risks attached to decisions. Ability to define and articulate a strong sense of purpose and engender commitment across individuals and groups to a set of shared objectives.
- **Financial Management:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.
- **Commercial Skills:** Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery.

Technical Requirements (Role Specific)

- Degree qualification in digital/ICT or relevant experience.

- Microsoft Associate or Expert certification in Azure, Power Platform or DevOps.
- Deep understanding of DevOps, DataOps and Integration methodologies, tools and techniques. They should also have knowledge of project management principles and agile delivery methodologies..
- Knowledge of public sector procurement rules and guidelines for working with third-party vendors will also be necessary.