

**Manchester City Council
Role Profile**

**Senior DevOps Engineer, Grade 8
ICT & Digital Services, Corporate Services Directorate
Reports to: Lead DevOps Engineer
Job Family: Technical**

Key Role Descriptors:

The role holder will undertake a lead consultant role on complex technical, procedural and legislative matters in a professional, customer focused, and specialist technical service.

The role holder will lead and have accountability for 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 role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions. They will continually identify and champion opportunities to deliver improvement.

Key Role Accountabilities:

Working as a technical member within multidisciplinary teams, the role holder will support the delivery of outcomes identified in discovery phases. The role assists with knowledge sharing and helps maintain standards throughout the Digital Enablement function, across ICT & Digital, and within the wider organisation.

Actively improve the efficiency, reliability and quality of digital delivery and live service operations by applying continuous integration, continuous delivery, automation, monitoring, reusable patterns and engineering standards across software, low code, integration and data pipeline services.

The role holder will contribute to the development, deployment, and continual improvement of MCC's Low Code, Automation, Integration, or Data Analytics platforms. Supporting a digital and data-led culture, the role holder will help to advance the organisation's ambitions through a collaborative approach.

The role holder will lead and provide senior technical input into the design, build, deployment and support of secure, scalable digital solutions across code, low code, integrations and data pipelines, ensuring solutions meet user needs, organisational standards, security requirements and relevant legislative obligations.

The role holder is responsible for building and maintaining robust, scalable, and secure digital solutions, utilising cloud technologies, low code platforms, or data pipelines to address organisational needs. The role works closely with

business analysis and service design teams, helping to turn business objectives and stakeholder requirements into effective digital solutions.

Develop successful internal and external 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. Work closely with contractors where required to ensure effective work package delivery.

Applying agile methodologies and DevOps principles, the role holder will foster a collaborative and customer-focused delivery environment. The role holder will support continuous integration, continuous delivery, and automation tools to uphold standards of quality, performance, and security.

Lead the delivery of technical work packages using agile, DevOps and appropriate project delivery methods, including development, configuration, testing, release management, automation and operational transition for applications, low code services, integrations or data products.

Using DataOps and integration technologies, the role supports improved business processes and data-driven decision-making. The role holder will develop and maintain the technical infrastructure for data collection, storage, preparation, and analysis, ensuring integration of data sources and systems to support the organisation's digital goals.

Analyse and interpret legislation, presenting information and complex technical matters relating to the service area in a clear and concise manner to a range of stakeholders, orally and in writing. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

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.

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.

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 **Digital Enablement (DE)** service area.

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 role holder will deliver plans, schedules and rationale, aligned with the overarching Future Council's Digital vision.

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)

- **Implementing Digital Solutions:** Support the implementation of digital solutions using cloud technologies, low code platforms, and data pipelines.

- Agile Delivery: Apply agile delivery methods and DevOps practices to deliver digital solutions in a collaborative, flexible, and customer-focused way.
- Quality and Performance: Assist in maintaining the quality, performance, and security of solutions using continuous integration, continuous delivery, and automation tools.
- DataOps and Integration: Use DataOps and integration technologies to support data-driven decision making and improve business processes.
- Stakeholder Collaboration: Work with business analysis and service design teams to help translate organisational and stakeholder needs into actionable digital solutions.
- Experience in low code and application development
- Experience in contributing to delivery of applications from concept, through beta and into production.
- Experience DevOps, DataOps or integration methodologies, tools and techniques
- Experience and comfort with Agile/Dev Ops methodologies