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| **Title: Head of IT Development**  | **Band: 4**  |
| **Department: Information Technology** **Location: Birmingham** | **Last updated: September 2019** |

**1. Purpose of the role:**

The Head of IT Development is a leadership role accountable for the design, development and delivery of all software, cloud and infrastructure services. The role is responsible for managing a team of IT developers and IT specialists and will work closely with the Head of IT Operations and other members of the senior leadership team, to deliver the bank’s Future State technology roadmap.

**2. Responsibilities**

Team Leadership

* Lead and manage the software development team to deliver application software, infrastructure and architecture that meets the current and future business strategy for Unity Trust Bank.
* Ensure that technology delivery is consistent with agile processes across the team.
* Create, implement and maintain a continuous improvement plan for software development and IT infrastructure.
* Responsible for the design, development and maintenance of all internal and external IT support systems to agreed scope and plan.
* Establishes mechanisms to monitor, manage and provide progress on all software development activities.
* Ensure that technology standards and best practices are maintained across the organisation.

Strategy

* Develop and deliver a strategic application development roadmap and direction for Unity Trust Bank.
* Understand the use cases (and user stories) in order to oversee the design of the architecture for new features, functions and applications.
* Collaborate with key business functions and users to evaluate and identify the technology platforms for delivering the company’s products and internal services.
* Research the external environment, and where appropriate identify and recommend external partners for the delivery of best in class technologies for Unity applications.

Communication

* Articulate to colleagues, peers, Executive Committee members and the Board, the company’s technological vision, opportunities and challenges.

Financial

* Accountable and responsible for effective financial management, planning and monitoring of the software development team.
* Provide monthly information to enable the creation of financial results and forecasts for the above team.

Staffing, Management and Resources

* Ensure that the skills and experience of all software development team are consistent with the business and technology needs for providing quality in present and future services.
* Matrix management of resources across technical work-streams to ensure that solutions are delivered on-time, to quality and within budget
* Manage, develop and coach junior members of the team in order to achieve their full potential as a member of the Unity technology organisation.

**3. Organisational fit** (Refer to Unity Trust Bank organisation chart)

* Role reports to the Chief Information Officer

**4. Parameters of the role**

(what level of authority does the position have and to what extent does it have an effect on the organisation)

Refer to Authority Levels document held by finance

**5. Risks and controls**

* Ensures that treating customers fairly is at the heart of everything we do, both personally and as an organisation. This is achieved by consistently operating to the highest ethical standards aligned to the founding principles of the Bank, as well as understanding that the Bank will at all times seek to protect its reputation.
* Continually reassess the operational risks associated with the role and inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures and practices, people, re-organisation and the impact of new technology. This is achieved by ensuring that all actions take account of the likelihood of operational risk occurring and by addressing any areas of concern with line management and/or the appropriate department.
* Adheres to, and is able to demonstrate adherence to, internal controls. This is achieved by adherence to all relevant procedures, keeping appropriate records and by the timely implementation of internal or external audit points and any issues raised by the external regulators.
* In conjunction with Risk and Compliance function, adhere to the Bank’s Policies and Procedures by containing Compliance risk (this embraces all relevant financial services laws, rules and codes with which the business has to comply). This is achieved by adhering to all relevant processes/procedures and by liaising with the Risk and Compliance function about risk events at the earliest opportunity. Also, when applicable, by ensuring that adequate resources are in place and training is provided, fostering a Compliance culture and optimising relations with the Regulators.

**Role subject to regulatory approval** – no

**Other requirements specific to the role – Flexibility to meet business demands**

**PERSON SPECIFICATION**

(E = essential D= desirable)

**Professional qualifications**

* **Educated to degree level or equivalent in a Business or IT Development discipline.**

**Knowledge requirements**

Technology Expertise / Leadership

* **Extensive technology management experience** (E)
* Practical involvement in all stages of technical design, from feasibility through to support (E)
* Familiarity with solution design methods, techniques and standards (E)
* Knowledge of cloud services, web standards and managing large data sources (E)
* Experience of Microsoft Azure cloud technologies (D)
* Proven software development experience of working in a financial or regulated institution (E)
* Demonstrable and substantial experience in leading and managing agile teams of software developers (E)
* Proved experience of developing a mobile application using leading technologies (E)
* Experience of selecting and implementing integration software, such as SanpLogic or Mulesoft, to allow effective inter system communication (E)

Technology Delivery

* Project management and systems development process experience, working with third party package and software development organisations (E)
* Understanding of standard reporting mechanisms, and how they are used to track progress, e.g. cumulative flow, burn down/burn up charts, velocity and cycle time (E)
* Knowledge and experience of tools and techniques in the following areas is important:
	+ Workshop Facilitation (e.g. for Story Elicitation, Release Planning, Release/Programme)
	+ Structured Problem Solving (E)
	+ Coaching and Mentoring technical resources

Communication

* Credible, confident and articulate with proven ability to produce top quality written specifications and strategic board communications (E)
* Ability to motivate in a team-oriented, collaborative environment (E)

Security

* Working knowledge of a broad range of security technologies e.g. encryption, multi-factor authentication, endpoint protection, IDS/IPS, access control, vulnerability management toolsets, malware defences, protective monitoring, physical security controls, SIEM (D)
* An understanding of security concepts and principles, Ability to structure a reasoned business case for undertaking security improvements (D)
* Knowledge of network security devices and associated protocols (D)

**Skill levels required (see Skills Framework)**

**LEVEL**

|  |  |
| --- | --- |
| **LEADERSHIP** | **3** |
|  |  |
| **CUSTOMER SERVICE & SALES** | **2** |
|  |  |
| **SYSTEMS/IT SKILLS** | **4** |
|  |  |
| **PROCESSING SKILLS** | **4** |
|  |  |

**Skills Framework**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | (High)  4 | 3 | 2 | 1 (Low) |
| **Leadership** | Head of function: Communicates to inspire & motivate, builds teams, represents the Bank’s views & interests externally | Manages people: Communicates to manage performance, regularly presents, sets standards and priorities | Team leader/coach:Communicates to guide and develop colleagues on the job  | Individual contributor:Team member, effective communication skills, demonstrates initiative. |
| **Customer Service & Sales** | Sales management: Role model for highest levels of customer serviceManages sales activity towards targets | External customer salesUnderstands how to achieve sales targets via needs based selling skills | External customer serviceAble to meet external customer requests providing a service level which delights  | Meets requirements of internal customers, understands department’s SLA’s and impact of these on others  |
| **Systems/IT skills** | Requires highly technical systems skills to develop systems architecture. | Requires advanced knowledge of specialist systems, adapts these to meet the needs of the business | Requires advanced Microsoft Office skills, produces complex reports from specialist system | Requires standard Microsoft Office skills or basic level of specialist system (data input/look ups) |
| **Processing skills** | Complex analysis of data & report production with recommendations & business acumen. Sets policies, produces reports for external use | Advanced administrative skills requiring analysis, research, investigation, report writing, some decision making required | Skilled administration required– free format letter writing, minute taking, some analysis & judgement required | Basic verbal and numerical reasoning to administer standard letters/forms accurately, prioritises work to meets deadlines & service level agreements |