St John Ambulance

Job Title:	Development Ops Manager		
Reporting to:	Head of DevOps	**Job Band:**	2
Directorate	Digital Data and Technology	**Team**	DevOps
Direct Reports:	8		

Job Summary

The postholder is responsible for leading the development of high-quality software and managing and supporting our technology platforms and systems as part of the DevOps team. Working within to multifunctional product squads they will develop scalable solutions adhering to best practice design principles and coding standards and ensure exceptional service and solution delivery.

With exposure across the full development lifecycle, they work on a variety of projects and programmes. They provide technical leadership and line management to support the DevOps Engineers across the team

The post-holder works to challenging deadlines; managing engineers working on greenfield and brownfield projects as well as managing our support queues.

Key Responsibilities

- Working closely with the Head of DevOps to Lead and line manage the DevOps Engineers
- Work to a DevOps methodology to optimise squad teams in close partnership with the Product Owner
- Provide technical design input and leadership for new solutions or changes to existing systems
- Lead technical development on key projects, working alongside existing team members and providing
- coaching and support where require
- Lead the production of well designed, testable, efficient code / low-code applications
- Ensure documentation is completed to an appropriate level
- Contribute towards development estimates for future releases
- Lead the resolution of platform related P1 incidents
- Coordinate the service delivery of platform incidents, requests, problems and changes to meet SLAs
- Seek out and implement opportunities for automation & innovation in the team helping embrace new tech such as Ai
- Contribute towards the Technical Solution design where appropriate, to include security, platforms
- and technical stacks, ensuring alignment with the overall technical strategy, business operations and
- associated processes
- Encourage best ALM practices within the team, ensuring CI/CD and automation are
- enabled where appropriate as early as possible
- Ensure product features are delivered to agreed quality standards, driving best practice in the team
- Manage bug fix and backlog schedule and provide feedback on priorities.
- Take a pragmatic approach to delivery, participate in the full development lifecycle from estimation through to support, whilst constantly identifying and implementing improvements to increase pace, quality and
- efficiency of the lifecycle
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

Important things you need to know about this job

- Working a 35 hour week with options to work remote within UK, from nearest office or hybrid options.
- Willing to travel away from home for meetings with customers and suppliers with occasional overnight stays.
- Able to work unsociable hours as required to support project delivery, quality assurance or upgrades.

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Degree in computing or related subject; or equivalent relevant commercial experience	✓	
ITIL Foundation certified or equivalent experience working with ITIL in a commercial setting		✓
Microsoft Azure, Dynamics, Power Platform certified to at least associate level		✓
Experience		
A minimum of two years as a Technical Team Leader at a similar scale organisation inclusive of low code engineer and .net developers	✓	
Working to a DevOps Methodology		✓
3+ years' experience working in software delivery in both Agile and Waterfall environments	✓	
Application of leadership and technical skills, to apply SOLID principles to to design and build newSolutions in a project setting	✓	
Experience in code review, optimization, branching and release lifecycle	✓	
Working with both new and legacy technologies, with demonstrable experience in bridging the gap	✓	
Experience of working with cloud technologies and SaaS	✓	
Experience in working within Scrum / Agile development teams using Azure Dev Ops, Jira	✓	
Skills, knowledge and abilities		
Abiltity to lead, grow and develop technical team members	✓	
Optimisation of support operations	✓	
Workplace prioritisation, esitimation and resourcing	✓	
Supply chain management ideally to SIAM practise	✓	
Azure (Logic Apps, Functions, Service Bus, App Service, API Gateways)		✓
C#, .NET Core, MVC, Web API,)		✓
Javascript ES6/TypeScript/Node.js/ /HTML5 Accessibility/CSS/SASS		✓
Agile / Scrum Methodologies	✓	
Able to work under own initiative, be proactive, resilient in nature, and able to prioritise and resolve issues	✓	
Demonstrable relevant professional upskilling within the last 12 months	✓	
Excellent communication & influencing skills with all stakeholders	✓	
Information security best practise to a recognised standard such as OWASP	✓	
Low code platform development – Power Platform		✓
Commerical off the shelf system support and development		✓
Azure DevOps including configuring sprints, CI,CD, PR rules	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.	
Initials: AL	Date of preparation: 10/06/2024
Job Approved Date: [Date approved by Job Approval Panel]	Version: (2 of 1) [Iteration of Job Description]
Ref: JDPS / Directorate / Team / Job Title /yy	