



Job title: Digital Apps Development Manager (DADM)

Responsible to: Senior Service Delivery Manager

Principal working contacts

Director of IT & Digital Transformation
Senior Service Delivery Manager
IT Service Operations Manager
IT Customer Service & Transition Manager
IT Service Engineers (L3)
IT Service Supports (L1/L2)
IT Service Improvement
IT Development Team
IT Project Managers

Job purpose

The Digital Apps Development Manager (DADM) will lead and manage a development team, responsible for the delivery of technical solutions, in support of IT services and Digital Transformation at the Care Inspectorate.

The DADM is a hands-on role, leading a multi-disciplinary team to deliver the planning, software development, integrations, implementation, release and on-going support of digital apps, with a support model that ensures the delivery of service standards to agreed service levels, and leading the development of digital standards through continual service improvement.

Key responsibilities

- Lead and contribute to the design and development of all digital apps in use at the Care Inspectorate, including the analysis, planning, testing and documentation required to support the release and transition of products into support.
- As the technical service owner for digital apps, lead a team that will maintain the support, continuity and integrity of the digital apps, integral to the IT Service Desk function
- Manage the on-going monitoring and maintenance of digital apps usage
- Ensure effective coordination of knowledge management and the processes that support the sharing of relevant app service information
- Support the Enterprise Architect to develop system architectures that deliver to agreed design principles and strategies
- Partner with the Service Transition Manager to ensure the effective release and transition of products into operational service
- Partner with the Service Operations Manager to ensure the effective management of infrastructure and utility costs linked to the delivery of digital apps

- Partner with the Customer Service Manager to ensure that the app support service is joined up with the wider Service Desk team, adopting a shift-left approach to simplify the support required for digital apps.
- Coordinate resourcing to support the delivery of project objectives, including recruitment, administration, financial and risk management
- Manage the delivery of an effective environment management process, ensuring alignment with configuration and asset management procedures
- Mentor, coach and support the development team to ensure a high performing, engaged and motivated app delivery function
- Provide high level technical support and guidance to staff and sub-contract resource, encouraging knowledge and skills sharing to support a multi-skilled team
- Work closely with stakeholders to agree maintenance and release schedules that minimise service interruption and maximise uptime
- Support the Change Advisory Board (CAB) to ensure the right level of scrutiny and assurance of process is being applied to the change process, supporting risk assessment, mitigation planning and process improvement.
- Develop app service recovery plans through regular testing, ensuring plans are effective, aligned with the recovery objectives agreed with the internal customer.
- Ensure that security is built-in by design, incorporating security controls as part of the development process
- Champion software engineering methodologies that support structured and iterative development, engaging the internal customer throughout the process, ensuring partnership working
- Provide assurance of security by design through regular independent testing
- Support and deliver to the standards required by Digital First

Relationship management

- Support the Senior Service Delivery Manager to maintain healthy and effective relationships with senior stakeholders, business service owners and staff at all levels, to ensure a positive, collaborative working environment.
- Maintain an effective app support and development team ensuring that performance management, professional development and employee engagement are key areas of focus.
- Maintain and develop a healthy team dynamic, encouraging skills and knowledge sharing, ensuring a consistency of standards and service
- Promote the principles of partnership working throughout the organisation and in all working practices in accordance with the Care Inspectorate's Partnership Agreement.
- Be proactive in raising public awareness in the work of the Care Inspectorate.
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.

People management

- Support, develop and coach the team through regular supervision and appraisal.
- Lead on consistent, high quality practice amongst staff and manage, coordinate and identify training needs of the development team.
- Manage performance and quality through monitoring standards and consistency of practice in a manner that enhances a learning culture.
- Promote diversity and equality of opportunity within the directorate.

- Promote the health, safety, and welfare of employees, being responsible for the health and safety policies, procedures and practice for both employees and premises, in compliance with Care Inspectorate and legislative requirements.

Other duties

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.