



Job title: Digital Apps Development Manager

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Significant experience in leading digital/ software development in medium/large scale public sector projects, familiar with supporting cloud based applications. ▪ Demonstrate excellent technical expertise in areas like applications development and have a well-rounded understanding of computer systems and networks with the analytical skills needed to identify and troubleshoot issues that arise within applications and use problem-solving skills to determine the best solutions for these issues. ▪ Proven experience of designing, building and delivering working solutions which meet customer needs. ▪ Proven experience in a range of Internet / Intranet based technologies. ▪ Experience of formal Project Management Methodologies. (Agile, Prince2) 	<ul style="list-style-type: none"> ▪ Experience of working with other regulatory bodies or partner scrutiny bodies. ▪ Experience of working with Azure PaaS and DevOps environments.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to degree level in IT or graduate qualification in a software engineering or related field. ▪ Evidence of continuous professional development. 	<ul style="list-style-type: none"> • Membership of a Professional body, appropriate to Software Engineering
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Ability to provide user-centric solutions, which users find simple and intuitive to use. ▪ Ability to challenge and test traditionally held views about web development, and contribute suggestions for continual improvement within IT. ▪ Have high attention to detail and accuracy. ▪ Excellent written and verbal communication and interpersonal skills across all levels in the organisation. ▪ Proven ability to multitask in a fast pace environment to deliver effective outcomes and meet targets on time. ▪ Ability to prioritise workload. 	

	<ul style="list-style-type: none"> ▪ Ability to evaluate the impact of decisions on stakeholders and include this in the decision making process. ▪ Ability to make fully evaluated and firm recommendation and proposals to the IT Management Team ▪ Strong decision-making and quality leadership skills to effectively motivate and lead the team to complete necessary tasks. ▪ Experience in reporting and providing status updates to senior management. ▪ Experience in budget management. ▪ Understand organisational motivations including problems, goals, and objectives. ▪ Drive continuous improvements in process maturity. ▪ Facilitation skills: ability to facilitate workshops with all staff levels. 	
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Key Performance Outcomes	Essential	Desirable
Service improvement	<ul style="list-style-type: none"> ▪ Uses knowledge and experience to gather and consolidate information in order to make appropriate changes and improvements. ▪ Aware of trends and changes and maintains professional knowledge and skills. ▪ Encourages and promotes new ideas. ▪ Ability to identify gaps in performance and make appropriate suggestions for improvement. ▪ Demonstrate initiative, drive and determination to complete tasks and achieve objectives. 	
Leading others	<ul style="list-style-type: none"> ▪ Ability to provide leadership, a clear sense of purpose and direction. ▪ Ability to take a flexible, pragmatic approach to support to effectively achieve performance objectives i.e. interim redeployment of team members. 	
Team working	<ul style="list-style-type: none"> ▪ Adapts to the team and builds team spirit. ▪ Listens, consults others and communicates proactively. ▪ Demonstrates integrity. ▪ Contributes to the shared vision and purpose and shares this effectively. ▪ Involves the team in decision and actions. 	

	<ul style="list-style-type: none">▪ Ability to work effectively with members of a multi-disciplinary team to deliver business improvement.	
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<p>Effective communication</p>	<ul style="list-style-type: none"> ▪ Listens to, understands and communicates complex and multi-stranded information from a range of sources, adopting effective questioning techniques to elicit and appreciate a range of views. ▪ Ability to negotiate with others in a way that suits the situation, demonstrating a high level of theoretical and practical knowledge. ▪ Ability to express ideas clearly and concisely, explain intricate and complicated concepts and ideas. ▪ Excellent verbal and written communication skills. ▪ Equally at ease in technical discussions with IT colleagues as well as business discussions with senior managers and employees. ▪ Ability to select appropriate communication style and methods depending on the needs and abilities of the audience. ▪ Ability to explain IT concepts and issues in a clear way, without using technical jargon. ▪ Ability to advise, persuade and influence people in a professional and effective manner. 	
<p>Objective decision making</p>	<ul style="list-style-type: none"> ▪ Demonstrates analytical and systematic approach to problem solving and decision making. ▪ Ensures the Business Analysis team has the appropriate support, resources, and authority levels to make decisions quickly and easily. ▪ Encourages and supports decisions of team members. ▪ Considers Care Inspectorate values in relation to the impact of their decisions and considers the wider context in which the Care Inspectorate operates. ▪ Ability to work autonomously. ▪ Ability to make appropriate and realistic judgments based on professional expertise, relevant, up to date and verifiable information. 	

Planning and organising	<ul style="list-style-type: none"> ▪ Ability to plan, execute, track and report on delivery progress against requirements. ▪ Works in a systematic, methodical and orderly way. ▪ Regularly reviews workloads, goals and targets with team and prioritise where necessary. ▪ Uses 1-1 supervision to support team members to plan workloads. ▪ Delegates effectively to others and optimises resources to achieve desired results. ▪ Focuses on customer needs and satisfaction. ▪ Sets high standards for quality and quantity and monitors and maintains quality and productivity. 	
Flexibility	<ul style="list-style-type: none"> ▪ Encourages a flexible, positive approach to work in their team. ▪ Applies regulation and standards sensibly and understands where a flexible approach may be required. ▪ Works productively in a high-pressure environment. ▪ Adapts to changing circumstances. ▪ Has a flexible and pragmatic approach to new ideas and change initiatives. ▪ Is open minded to suggestions about how to improve processes within the Care Inspectorate. ▪ Exercises professional judgement when considering options and outcomes. ▪ Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results. 	

Please note – these are key performance outcomes to be used to recruit into the role.