| **Role name** | **Chief of Development**  |
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| **Reporting to:** | Chief Digital & Information Officer  |
| **Direct reports:**  | Manage 10 -15 team, third-party suppliers and delivery partners. |
| **Competency level** | Expert, senior, highly experienced  |
| **Overall job purpose** | The Chief of Development is a senior role responsible for leading digital strategy by delivering technical projects. They own and manage delivery across our digital estate (websites/online products and services). They are a strategic digital thinker with the ability to translate across relevant digital platforms. They lead, inspire, and motivate a team to deliver high quality code, integration, and technical solutions in support of our strategic projects as well as other BAU demands; ensuring we exploit the platform capabilities we have to best advantage.  |
| **Key accountabilities** | **Strategy and Planning*** Lead strategic web development planning by identifying and prioritising activity in line with the business strategy and product/services development pipeline.
* Define key product outcomes in collaboration with business stakeholders aligned to delivering required business and customer value.
* Understand, develop, deliver, and manage digital projects.
* Work with partners and agencies
* Drive continuous improvement in the way we leverage the platforms and capabilities we have, to drive increased return on investment.

**Development and Deployment*** Responsible for front end HTML development, back-end AEM development, integration to API’s and back-end production services.
* Manage the company’s Agile software development methodology
* Lead and inspire the front end and back-end development teams to delivery world class technical solutions
* Manage application deployment process and supervise deployment to staging and production servers.
* Review and approve proposed development releases and manage the release process.
* Manage software revision control system and repository
* Ensure specification conformance and testing regimen based on user stories and the development brief
* Develop and manage workflow processes and manage ongoing demand to agreed SLA’s.

**Operational and Production Management*** Defining the process and managing using the tools available (Sharepoint, JIRA etc) to continuously improve process and cycle time
* Responsible for production planning – getting things done on time and to the highest quality
* Utilising the CMS and HTML (as required), implement content digital changes and enhancements across the main website, microsites, and applications
* Develop, create, and deploy content and content solutions across all digital outlets for the website.
* Responsible for creating and delivering content changes across the platforms; ensuring that we follow web best practice and are being customer focussed
* Act as point-person and in-house “expert” for in-house content publishing systems.
* Work with partners and agencies when they are brought in to deliver projects
* Drive continuous improvement in the way we leverage the platforms and capabilities we have to drive increased return on investment
* Works with a high level of authority and autonomy, leading their team on their specific projects and deliverables. Responsible or a multiple number of complex concurrent programmes
* Managing the Learning and Development requests throughout the directorate

**Leadership*** Strong leadership and motivational skills
* Experience working alongside senior stakeholders and external suppliers
* Exceptional organisational skills with a track record of being able to stick to demanding deadlines relating to project deliverables.
* Excellent communication skills with ability to communicate with various stakeholders at different levels.
* managing and directing people, developing a team and working cross-functionally within an organisation.
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| **Essential requirements** | The ideal candidate for this position has a wealth of experience of digital delivery, has a strong understanding of providing services to internal “customers”. Experience of ‘Agile’ delivery methodologies, leading technical teams and a deep understanding of the end-to-end digital production process is a must.* Has delivered and managed large scale technical/digital projects for complex organisations and brands, ranging from web builds to feature and functionality enhancements across web, mobile and App’s.
* Deep understanding of latest best practice code delivery, testing and deployment for front and backend development
* Experience in various delivery methodologies (including Agile and Waterfall), and able to adapt approach appropriately
* Has the ability to problem solve and make appropriate balanced decisions
* Highly focused on planning and digital delivery with the ability to understand and can describe how your team contributes to the functional strategy and plan, and adept at allocating resources effectively even across completing priorities
* Excellent stakeholder management skills, able to keep people engaged and informed and able to influence people at the right level
* Extensive experience of delivering digital strategies through intelligent use of technologies and processes.
* Demonstrated track record of relationship management and development.
* Highly skilled strategic digital thinker with the ability to translate across relevant digital platforms.
* Able to evidence the creation, development and implementation of digital strategies.
* Able to understand, develop, deliver and manage digital projects.
* The ability to scope-out and manage the delivery of detailed technical specifications.
* Able to identify and manage the appropriate level of testing and

**Minimum Qualifications:** * Significant experience in digital prod and dev
* Must have legal right to work in the U.K.

**Requirements and General Skills:*** Experience of managing workstacks / production process
* Experience with Content Management Systems and web publishing
* Experience of working using workflows
* Understanding of WC3 accessibility and usability standards
* Excellent written and verbal communication skills
* Meticulous attention to detail; strong organisational skills
* Proven track record of success producing websites/digital content
* Passionate about customer experience
* Interpersonal skills/ability to interact and work with staff at all levels
* Commitment to "internal client" and customer service principles
* Ability to handle multiple tasks in a fast-paced environment
* Knowledge / experience working in a digital “publishing” environment, ideally through workflow processes
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