Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job Title: Data and Development Manager	

Division: Data and Technology Services (DTS)	
Accountable To: Director for Solutions and Partnering	

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level (or equivalent) in a technical subject, or relevant work experience in a technical field.	E
	Good general IT capability, with experience of Microsoft Office software applications in a Microsoft Windows environment.	E
	Demonstrates accuracy and a high standard of data literacy i.e. ability to read, understand, create, and communicate data as information.	E
	Knowledge of data quality principles and techniques.	D
	Knowledge and experience of SQL with the ability to write and understand complex queries.	E
	Knowledge and experience of using Oracle PL/SQL for the development of scripts and stored procedures for data integration and transformation.	D
	Similar experience using Microsoft T-SQL is beneficial.	D
	Experience of working with multiple databases (including Oracle and/or SQL Server) in a complex environment.	E
	Experience of working with graphical ETL, integration, and data preparation tools, e.g. Alteryx or Microsoft SSRS.	D
	Experience of working with data visualisation and analysis software e.g. Tableau or Microsoft PowerBI.	D
	Understanding of and familiarity with Enterprise Integration Patterns.	D
	Experience of developing with RESTful APIs using appropriate frameworks and languages.	D
	Understanding of current software development languages, including Java, Grails, and Groovy.	D
	Experience of managing the full software development lifecycle.	E

	Criteria	Level
	Demonstrates solid understanding of the importance and value of effective testing in the development process, with practical experience of defining and implementing testing strategies and approaches.	E
	Experience in manual and automated testing techniques.	E
	ISEB Practitioner Certificate in Software Testing.	D
	Ability to produce clear and effective technical documentation including diagrams.	E
	Understand source code control and versioning, and be able to effectively use tools such as Git to manage the development, quality assurance, and release of code.	E
	Understand DevOps concepts such as CI/CD and how they can be applied to support the development, testing, and release of products.	D
	Familiarity with the GitLab environment including issue and work tracking.	D
	Knowledge and ideally experience of working with commodity Cloud services e.g. AWS or Azure.	D
	Experience of working within a project management methodology e.g. Agile with Scrum, PRINCE2.	E
	Experience of working with best-practice Change and Release Management processes.	D
	Experience of setting Service Level Definitions and using metrics and KPIs to monitor these.	D
	Knowledge and awareness of cyber security and data protection policies.	E
	Experience of liaising and working with application vendors and external suppliers.	E
	Experience of working in a Higher Education environment.	D
	Relevant experience of one or more of the main business applications used at LSE e.g. Salesforce, TechnologyOne, SITS, ResourceLink.	D
Communication	Has well-developed interpersonal and communication skills with the ability to communicate clearly and consistently with colleagues at all levels.	E
	Excellent communication skills with a good command of spoken and written English.	E
	Ability to communicate using appropriate styles, methods, and timing, to maximise understanding and impact.	E
	Ability to present and communicate complex ideas and technical information to a range of audiences.	E
	Ability to determine the links between individual or team objectives and higher-level strategy, and communicate these proactively.	D

	Ability to chair meetings.	D
	Experience of communicating with third-party suppliers and external bodies.	D
	Handles challenging conversations or situations with confidence and can support others to do the same.	E
	Listens to, understands, respects, and accepts the value of different views, ideas, and ways of working.	E
Teamwork and Motivation	Role models enthusiasm and energy about their work and encourages others to do the same.	E
	Recognises, respects, and rewards the contribution and achievements of others, valuing difference.	E
	Open to taking on new responsibility.	E
	Willingness to adapt and learn new skills.	E
	Calm under pressure and able to ask for and provide support when needed.	E
	Experience of mentoring colleagues in processes and behaviours.	D
Liaison and networking	Able to build relationships and connections with colleagues at different levels across an organisation.	E
	Able to share knowledge and experience with others openly and effectively.	E
	Experience of actively seeking engagement with colleagues across an organisation to understand priorities, issues, and concerns.	E
	Experience of delivering or facilitating workshops or training sessions to share knowledge and understanding.	E
	Experience of facilitating retrospectives or feedback sessions with groups of colleagues to drive continuous improvement.	D
	Willing to actively participate in external activities e.g. user groups.	D
Leadership and Influencing	Experience of leading, developing, and managing a team.	E
	Able to set clear objectives and behavioural standards for individuals and teams.	E
	Understands and supports the direction provided by senior leadership and is able to apply that to the team, delegating where appropriate.	E
	Experience of relaying concerns from colleagues to affect change and drive the right behaviours in the team.	D
	Ensures colleagues are treated with respect and has experience of handling difficult feedback when behaviours are inappropriate.	E
	Experience of providing technical leadership to project teams and matrix management.	D

	Able to influence others on changes to processes and continuous service improvement.	E
	Can handle service escalations empathetically and with a positive attitude to seeking resolutions.	E
Planning and Organising	Experience of creating and maintaining a programme of work, with associated resource planning to ensure delivery.	E
	Able to effectively prioritise objectives and activities and manage expectations.	E
	Able to break down objectives into tasks and provide estimates of complexity, effort, and time.	E
	Able to negotiate and coordinate the provision of resources from other teams as required.	D
	Able to plan own work and deliver effective, agreed outcomes at pace.	E
	Can gather information independently from a variety of sources.	E
	Follows processes effectively and efficiently.	E
	Experience of managing a budget, including forecasting and estimating.	D
Initiative and Problem Solving	Combines curiosity with logic to investigate and diagnose issues.	E
	Able to provide a clear strategy and approach for the resolution of unexpected situations.	E
	Able to identify opportunities for improvement to processes and articulate the benefits of improvement.	E
	Able to proactively contribute to the strategy and change programmes of a large organisation.	E
	Experienced in identifying and resolving thematic issues and uses data and metrics for insight to improve performance.	D

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.