Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job Title: Data and Development Manager

Division: Data and Technology Services (DTS)

Accountable To: Director for Solutions and Partnering

Job Summary

The Data and Development Manager is responsible for defining and implementing the Schools approach to software development, data integration and system testing. They will also provide line management to the Data and Development Team comprising Software Developers, Integration Specialists and Analysts, Test Specialists and Analysts, Data Analysts, and Business Intelligence Specialists.

Working as part of the Solutions and Partnering Group, the Data and Development Team delivers bespoke software solutions, integration of COTS (customised off the shelf) and SaaS (software as a service) applications, and supports colleagues across the LSE in their development and use of data and insight applications using tools such as Tableau. The post holder will manage the full development lifecycle for the design, development, testing, and deployment of solutions.

The Data and Development Manager's outputs will include:

- Defining the School's approach to software development, data integration, and system testing.
- Delivering a business case for a step change in the DTS approach to data and system integration.
- Working with projects to ensure that the appropriate technical approaches are taken.
- Implementing and managing manual and automated testing frameworks.
- Delivering continuous improvement to a portfolio of existing applications and services.

The Data and Development Manager will be expected to play an active part in developing how the School uses data, through membership of the Data Standards Group, and to promote the use of standards in development and testing through the Developer Community of Practice. The Data and Development Manager will also work in close collaboration with colleagues in DTS and the business-led technology teams across the LSE.

DTS is supporting the LSE 2030 strategy through programmes of transformation and change covering integration, data standards, identity management, and the removal of legacy applications and technical debt, all within an objective to make greater use of Cloud services. The Data and Development Manager will be a key role in progressing the work of these programmes.

Duties and Responsibilities

Leadership

- Provide leadership and direction to the Data and Development Team, motivating and encouraging initiative and innovation in team members.
- Undertake line management of staff within the Data and Development Team, including performance monitoring, arranging working hours and flexible working (to maintain adequate levels of support), scheduling any out-of-hours work, setting objectives and assessing performance and progress, and identifying staff learning and development requirements.
- Recruitment and on-boarding of new team members.
- Recruit and manage project-specific contractors and ensure appropriate knowledge transfer to permanent staff.
- Actively participate in the development of strategic objectives for DTS and ensure the translation of these into programmes of work that deliver effective solutions and successful outcomes.
- Actively contribute to the operational management of DTS through leadership or membership of appropriate working groups and project teams as required.
- Deputise for the Assistant Director of Solutions and Partnering at team, divisional, School or external meetings as required.
- Ensure realistic allocation of Data and Development Team resources for project work to meet objectives and deadlines.
- Advise the Assistant Director of Solutions and Partnering of the products and resources needed to meet the agreed project portfolio.
- Provide management information on the performance of the Data and Development Team.

Service Delivery

- Manage the full development lifecycle for the design, development, testing, and deployment of solutions involving bespoke software, COTS and SaaS applications, integration, reporting and BI, and data for the LSE. This will involve an environment comprising multiple and varied database and software technologies, including Cloud services.
- Identify, define, and resolve issues and problems in a complex and changing technical environment, with a cyclical calendar of key activities typical for a leading university.
- Collaborate with DTS colleagues, and external partners or suppliers when required, to manage and resolve incidents, and fulfil service requests, making use of IT Service Management processes and tools.
- Ensure that the work of the team complies with the Architectural Principles, Data Principles and Data Standards provided by the Strategy and Architecture Team.
- Work with the Strategy and Architecture Team, and system owners, to identify systemic issues with data quality and integration, and contribute to the development and application of appropriate solutions to remediate and prevent such issues.
- Work closely with the Technology Operations and Cyber Security and Risk teams to ensure that data is accessed and processed securely and in accordance with LSE policies, and in a manner that does not have a negative impact on the performance or integrity of the School's infrastructure and systems.
- Lead or participate in workshops and discovery exercises to explore and identify requirements and uses for solutions involving data, integration, and software development.
- Identify relevant problems and risks and ensure that these are raised and recorded, taking the initiative to identify potential solutions or mitigations where appropriate.
- Plan, prioritise, and manage own tasks and the workload of the Data and Development Team to enable the realistic allocation of resources and to ensure that objectives are met, including maintenance of the team operational programme of work.

- Ensure the preparation of documentation, using appropriate tools and formats, to cover the solutions and processes developed and supported by the Data and Development Team, to support service transition, training, and ongoing support and improvement.
- Present and discuss, as required, technical information and documentation to colleagues across the LSE and externally.
- Understand the DTS Change Management and Release processes for deployment of solutions, and transition of services from development to production, and ensure that these processes are followed by the Data and Development Team.

Projects

- Participate in multiple cross-functional project teams, working with project managers from DTS.
- Act as technical lead on team-level projects.
- Contribute to the analysis and development of requirements and specifications for work involving the Data and Development Team.
- Estimate, plan, and commit the resources and effort required for successful project delivery.
- Ensure the development, execution, and coordination of appropriate functional and user acceptance test plans.
- Engage with the use of tools and methods for managing project work and communication e.g. GitLab, Microsoft Project, stand-ups, sprint retrospectives and reviews etc.
- Prepare project proposals and business cases for submission to School governance bodies.
- Membership of the Solution Design Authority for reviewing the technical solutions proposed as part of change projects.

Collaboration

- Build effective working relationships with colleagues in DTS and the business-led technology teams across the LSE.
- Assist in vendor relationship management by establishing and maintaining relationships with external suppliers, consultants, and sector partners.
- Actively contribute to DTS and the wider School through membership of appropriate committees, working groups, and communities of practice, in particular the Data Standards Group and the Developer Community of Practice.
- Liaise with Business Partners and contacts in other departments to develop and maintain an awareness of projects and activities across the School that require and/or impact on the delivery of solutions from the Data and Development Team.
- Provide technical advice and assistance as required to colleagues in other DTS teams and the business-led technology teams across the LSE.
- Build and maintain a broad subject matter expertise for software development, integration, data, and testing, and apply this to the investigation and resolutions of issues, the identification of opportunities for continuous service improvement, and the evaluation of new and alternative tools and methods.
- Research and advise the Assistant Director for Solutions and Partnering on new or existing products within the commercial marketplace to meet identified needs, and raise awareness of new and emerging technical and operational standards that have relevance to DTS.
- Prepare and deliver presentations to both technical and non-technical audiences to cover proposed solutions, work in progress, and finished products, and to promote the use of data at LSE.
- Establish the technical authority to provide trusted guidance to colleagues on the recommended and appropriate use of software development, integration, data, and testing approaches and methods.

- Share knowledge and experience with peers in and outside of the academic community by attending and contributing to relevant events and conferences.
- Act as a mentor to members of the Data and Development Team, sharing experience and providing help and support, particularly when attempting to solve complex problems or when colleagues are absent.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.