

Summary

<b>Job title</b>	Technical Delivery Team Leader
<b>Division</b>	University Administration and Services
<b>Department</b>	IT Services
<b>Location</b>	Dartington House, 55 Little Clarendon street, Oxford, OX1 2HS
<b>Grade and salary</b>	Grade 8: 48,235 - £57,255 with a discretionary range up to £62,407 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	CMS and Web Platform Manager
<b>Vacancy reference</b>	175039

The role

This role sits within the CMS and Web Platform Team who are responsible for the support and development of the University’s Drupal web publishing platforms, Oxford Mosaic and Oxford Fresco, as well as several React/Node.js applications hosted on AWS. The Mosaic platform, which currently supports upwards of 800 sites, is used by clients University-wide to build websites in support of administration, outreach, public engagement, and research dissemination. The React/Node.js applications provide specific systems to the University’s museums, humanities and administrative units. This role is one within a dynamic and friendly team of 5 developers and 2 functional analysts and provides key management of the team’s technical support function across all the systems it supports, including both software development (3<sup>rd</sup> line) and functional specialist (2<sup>nd</sup> line) areas of activity.

The team has recently embarked on an ambitious project to replace the existing Mosaic CMS platform with the new Fresco platform. It is also becoming involved in several workstreams of activity being launched from the University’s current Digital Transformation Programme. In this context of exciting change, the team has identified a need to increase its capacity in managing the technical delivery of live systems, to ensure that they remain secure and current while team members engage in strategic planning and major change activities. This post will be responsible for driving forward the technical delivery of the Fresco platform as well as performing technical assurance on other improvement projects.



## Responsibilities

- Lead the Technical Delivery function, undertaking the line management of Senior Analyst / Programmers, and reporting technical delivery progress at stakeholder meetings with senior service users
- Develop, scrutinise and approve planning for technical delivery of major software and configuration changes to systems, ensuring that technical dependencies and risks are identified and addressed and that decisions made for the solution design prioritise system sustainability
- Work with the Development Team Leader to Identify, and drive through, technical standards for the work required on the various systems under development both internally and with 3<sup>rd</sup> parties.
- Work with 3<sup>rd</sup> parties to provide technical assurance on the work they are doing and ensuring that they are integrating with the teams' patterns, practices and standards.
- Act as Scrum Master for the internal development teams ensuring that agile ceremonies are used effectively and that impediments are being removed.
- Co-ordinate the deployment of resources across the various internal workstreams and 3<sup>rd</sup> party assurance tasks that the team are undertaking.
- Collaborate with other managers to manage the vendor relationship, licencing, configuration and administration of 3<sup>rd</sup> party tools across the Software Solutions group, e.g. for password management, cookies, and security certificates; monitor and manage the costs of 3<sup>rd</sup> party tools and Cloud services
- Work with the CMS and Web Platform Team Manager to induct, mentor and support apprentices and work experience students joining the team
- Undertake other duties commensurate with the role and the grade as may be required by the line manager from time to time.

## Selection criteria

### Essential selection criteria

- Education to degree level in a computing or IT related subject or able to offer the equivalent in terms of professional experience
- The ability to meet tight deadlines with an adaptable and flexible attitude towards the demands of their job
- Careful attention to detail and an ability to demonstrate an understanding of the need for technical standards in development work
- The ability to work within, and contribute to, a team environment and build and maintain effective working relationships with customers, suppliers, users and colleagues within the wider project team.
- The ability to work on their own initiative and to take responsibility for managing a critical area of work
- Experience of working with software development teams

### Desirable

- Experience in an Agile Development methodology, specifically Scrum
- Experience of working with 3<sup>rd</sup> parties to deliver technical development
- Some experience of working in or with the higher education institutions

## Selection Criteria – Technical and Specialist

- Expertise in developing CMS systems and/or web-based software applications based on open-source technologies
- Experience of managing technical resources which need to be deployed across several different projects and / or applications
- A creative problem solver with a superb grasp of how to develop technical standards to ensure reliable, efficient and sustainable technical delivery

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## IT Services

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60m across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

## University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [hr@it.ox.ac.uk](mailto:hr@it.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).