

<b>JOB TITLE:</b>	Rapid Development and Support Team Lead
<b>REPORTING TO:</b>	Rapid Development and Support Manager
<b>DIRECT REPORTS:</b>	Developers and Analyst
<b>JOB LOCATION:</b>	Woolpit
<b>JOB PURPOSE:</b>	To lead a dynamic team focused on quickly delivering and supporting software solutions to meet business needs. To play a critical role in driving rapid development cycles, ensuring timely response to support requests, and maintaining a high standard of quality and efficiency in software delivery.

## Responsibilities

### Team Leadership and Management:

- Lead, manage, and mentor a team of software developers and support specialists, fostering a collaborative and innovative work environment.
- Define team goals, objectives, and performance expectations, and conduct regular performance assessments and feedback sessions.

### Rapid Development Cycle:

- Drive the implementation of agile and rapid development methodologies to accelerate the delivery of software solutions and support.
- Collaborate closely with cross-functional teams to gather requirements, design, develop, test, and deploy solutions in rapid iterations.

### Support and Issue Resolution:

- Oversee the team's response to support requests, incidents, and issues, ensuring timely and effective resolution to maintain operational efficiency.
- Implement and monitor processes for efficient support ticket management, prioritization, and escalation.

### Quality Assurance and Testing:

- Conduct code reviews, testing, and validation to maintain high coding standards and software quality.

### Technical Innovation:

- Stay current with emerging technologies, tools, and best practices to drive continuous improvement and technical innovation within the team.
- Identify opportunities for automation and process optimization to enhance rapid development and support capabilities.

### Collaboration and Communication:

- Collaborate with stakeholders, including product managers, business analysts, and customer journey focus group, to ensure clear communication and alignment of objectives.
- Provide regular updates on project progress, support status, and key metrics to relevant stakeholders and leadership.

### Documentation and Knowledge Management:

- Maintain comprehensive documentation of software solutions, development processes, support procedures, and technical decisions.
- Foster a culture of knowledge sharing and ensure that information is accessible and well-organized.

### Performance Monitoring and Reporting:

- Monitor and report on key performance indicators (KPIs) related to rapid development, support response times, issue resolution, and software quality.
- Provide insights and recommendations to improve team performance and operational effectiveness.

## Person Specification

Criteria	Essential	Desirable
<b>QUALIFICATIONS</b>	Degree qualified in an appropriate technical discipline or equivalent.  Level 3 management qualification – (CMI, ILM or equivalent).  Project Management qualification – (PSM1 or equivalent)	Certified Application Security Engineer (or equivalent).  ITIL v4 Foundation.
<b>EXPERIENCE/ KNOWLEDGE</b>	<b>Technology:</b> Proven track record in full software development lifecycle for enterprise level software solutions. Up-to-date knowledge of agile software development best practices, and development in the Microsoft technology stack (.NET VB & C#, ASP.NET MVC, Razor, React, RESTful APIs on a SQL Server backend).  <b>Software and Architecture Design</b>  Proved ability to design enterprise level applications to meet business demand.  <b>People Management &amp; Leadership:</b> Effective leadership of team members, and staff outside direct reporting lines to deliver agreed goals.  <b>Software Support:</b> knowledge of software support best practices.  <b>Project Management:</b> Knowledge of project management and project governance.	<b>Graphical Information Systems:</b> Experience designing, developing, maintaining GIS based systems.  <b>Cloud:</b> Experience in developing solutions for deployment on major cloud platforms.  <b>Cyber Security:</b> Experience in protecting applications from cyber security threats and ensuring information security compliance.
<b>ABILITIES/SKILLS</b>	<b>Leadership:</b> Effective skills in leading team members through challenging circumstances e.g. major incidents.  <b>Company Values:</b> shows commitment to and upholds BUUK values and delivers	<b>Project Management:</b> Ability to use project management tools to lead agile and waterfall projects.

	<p>tangible results showing strong business/commercial acumen. Promotes and implements continuous improvement.</p> <p><b>Communication:</b> Excellent verbal and written communication skills to technical, non-technical audience.</p> <p><b>Problem Solving:</b> Breaking down a complex problem and working to accepted resolution.</p> <p><b>Staff Development:</b> ability and commitment to lead, develop and inspire team members.</p> <p><b>Time Management:</b> Excellent ability to deliver to expectation on time.</p>	<p><b>Reporting:</b> Ability to use tools to analysis data and present findings in a succinct manner.</p>
<b>EMPLOYEE LEVEL</b>	First Line Manager	