**Annex 2 – Job Descriptors for Lot 2 (Please select any 2)**

**Job Descriptor 1**

**Organisation: Home Office**

**Job Title: Test Engineer**

**Salary: £39,333 - £45,232**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location: Croydon**

**Background**

It’s a really exciting time to work in Home Office Digital, Data and Technology (DDaT) and the challenge has never been greater. We are using some of the most cutting-edge technology, development platforms and ways of working to help us meet user needs and make delivery of new services even better.

The first duty of government is to keep citizens safe and the country secure. The Home Office has been on the front line of this endeavour since 1782. We are the lead department for immigration, borders, passports, policing and counter-terrorism. Working with us, you will have the opportunity to influence development on some of the most important services provided by government, which affect people across the UK and beyond.

Quality assurance and testing (QAT) is a really important part of the Home Office mission. Everyone is responsible for quality and we have a team of skilled people who make sure quality is delivered in the most effective way. This means getting fast feedback, understanding how a service performs, and helping the development team to make more informed decisions. We value automating as much of the test effort as possible, allowing our team of specialists and domain experts to undertake further evaluations.

**Job Description**

Test Engineers undertake test planning activity including discovery capture, definition of tests and estimating test effort as part of a broader risk based approach. They write and execute functional and non-functional tests at each level, and debug and refactor the test code. Test Engineers are required to measure and report on test activity, manage defects and author software defined tests. As part of their role they may undertake exploratory testing.

Test Engineers will design test environment set-ups and configuration and will pair with Release, DevOps and Software Developers to write automation tests across different levels and review release scripts across environments. Test Engineers identify new test techniques and tools and educate and support the rest of the delivery teams with testing, educate internal and external stakeholders and work with delivery teams to define “quality”. Test Engineers use software development skills applied within a testing context.

**Key Accountabilities**

Responsibilities include:

* working closely with software developers to reach a common understanding of the code base and test coverage at unit level
* collaborating with analysts to make sure the required business scenarios are covered in the acceptance test scripts
* working on both functional and non-functional areas of an application
* coach and mentor testers

**Person Specification**

Essential:

* Functional Testing - Able to design and execute test cases using standard testing techniques. Able to come up with different business scenarios for a feature, working with others in the team.
* Non-Functional Testing - Able to design and execute non-functional test cases using standard testing techniques, in instructed environments. Able to come up with different business scenarios for a feature, working with others in the team.
* Technical Breadth - Able to use a range of technologies for testing. Able to use one type of tool to write test scripts. May use technologies to design and execute test cases under guidance.
* Test Analysis - Able to identify simple patterns and trends. Investigates problems and opportunities in existing processes and contributes to recommending solutions to these. Works with stakeholders to identify objectives and potential benefits available.

**Competencies**

Essential:

* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Delivering value for money
* Leading and communicating
* Managing a quality service
* Seeing the big picture

**Job Descriptor 2**

**Organisation: Department for Education (DfE)**

**Job Title:  QAT Analyst**

**Salary:   £36,425 - £51,595**

**Band: Grade 6**

**Term: Permanent**

**Location:  Manchester**

**Background:**

DfE recognises the benefits that digital technologies can bring to the millions of people who use our services on an annual basis and we are committed to investing in improving our services.

The Department for Education’s newly formed DDaT community has a clear vision to ‘be the best place in government to work, building world class services to improve the opportunities for everyone in the country.’

DDaT are embarking on an ambitious multi-year transformation programme to orientate the organisation around the needs of our users; students, parents, teachers and educational establishments. This change will be as much cultural as it is technological and is based around 4 core values:

1. User-centric focus. A culture that starts with the user; both internal and external.

2. Evidence based. Our decisions will be based on sound user evidence.

3. Empowered staff. Staff will be empowered to make decisions, breaking free of the time delays caused by inefficient approval processes outside of user needs.

4. End to end delivery. We will move from fragmented services, platforms and teams, to a one-team approach enabling the delivery of services from start to end.

**Job Description:**

QAT Analysts design and execute test plans and carry out exploratory testing as part of a broader risk based approach. They take a business and operational view when analysing the system under test, in so doing identifying gaps not just in software but in processes too.

QAT Analysts are responsible for evaluating business artefacts and supporting system integration testing. They play a major role in the acceptance activity within a development phase. They have domain and business knowledge. As part of product responsibilities, QAT Analysts identify and raise defects with the team.

QAT Analysts support Test Engineers and Software Developers to identify test scenarios to be automated. QAT Analysts educate and support the rest of the delivery teams with testing, educate internal and external stakeholders and work with delivery teams to define “quality”.

**Key Accountabilities:**

Responsibilities include:

* collaborating with delivery teams and determine the testability of functional and non-functional requirements
* having domain and business knowledge
* taking a business and operational view when analysing the system under test

**Person Specification:**

Essential:

* Functional testing - Able to design and execute test cases using standard testing techniques. Able to come up with different business scenarios for a feature, working with others in the team.
* Test analysis - Able to identify simple patterns and trends. Investigates problems and opportunities in existing processes and contributes to recommending solutions to these. Works with stakeholders to identify objectives and potential benefits available.

Desirable:

* Non-functional testing - Aware of non-functional testing techniques. Able to execute non-functional test scenarios and raise defects. Can run non-functional tests others have written and knows the processes to do so. Understands a range of standard non-functional testing techniques.
* Technical breadth - Aware of a range of tools and techniques for test automation. Likely to have some demonstrable technical attributes.

**Competencies:**

Essential:

* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Delivering value for money
* Leading and communicating
* Managing a quality service
* Seeing the big picture

**Job Descriptor 3**

**Organisation: Ministry of Justice**

**Job Title:  Product Manager**

**Salary:  £54,126 - £73,092**

**Band: Grade 6**

**Term: Permanent**

**Location:  London**

**Background:**

The MOJ Digital and Technology team develops services that improve lives and is looking for product managers who want to solve tough problems.

Government Digital Services are a beacon of user centred design. We are looking for Product Managers who put users first and understand the value of defining problems before developing solutions. This means we need people who understand user research, user experience and design.

We apply a lean startup mentality at scale and need product managers who can operate in areas of extreme uncertainty by working with agility. We want product managers who can make data-driven decisions within an empowered, co-located software team of specialists including developers, researchers, designers and stakeholders from across the justice system. We have a great culture and modern tools (like Macbooks, Slack and Google apps).

We are actively improving the diversity of our workforce in order to get the best talent available. We want our workforce to represent the variety of people in the UK population and do not discriminate based on age, sex, pregnancy or family commitments, disability, race or religion.

**Job Description:**

Product Managers champion the delivery and continuous improvement of products and define, own and solve problems. They use their knowledge of user needs and business goals to frame problems, set priorities and inform their delivery teams of the continuous improvement. They are responsible for developing the form of the overall vision for the product and engage their teams and stakeholders in the development of that vision over time and manage a product through discovery, alpha, beta and live states.

Product managers have a deep knowledge of product management techniques and are developing expert skills. They provide direction and empowerment to high performing, multidisciplinary teams, ensuring return on investment and execution of the vision. Product Managers represent users throughout the delivery process.

Product managers support lead and senior product managers. They may line manage associate product managers and support their professional development as well as be involved in recruitment. This can be an ‘entry level’ role for new product managers who have been working in other digital roles or civil servants with sufficient experience across other competencies.

**Key Accountabilities**

Responsibilities include:

* Deliver services that meet the Digital by Default Service Standard and are best in class for government, giving the same level of digital experience users expect from daily interaction with the most respected web services.
* Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and iterations to existing products to meet user needs.
* Gather user requirements based on a communicable understanding of diverse audience groups.
* Define and get user buy in for product definition and delivery approach.
* Create effective, prioritised product descriptions and delivery plans to meet user needs in a cost effective way.
* Interpret user research in order to make the correct product decisions, noting that users do not always know what they want.
* Keep continually abreast of changes to user habits, preferences and behaviours across various digital platforms and their implications for successful delivery of government digital services.
* Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data.
* Disseminate an understanding of the digital marketplace, including best practice, costs, suppliers, methodologies and skills to both internal and external stakeholders.
* Provide leadership across the organisation in digital, making the case for digital and agile ways of working.
* Develop and manage stakeholder relationships within DIT and externally to create buy in for the product.
* Communicate credibly with a wide range of digital delivery disciplines and talent both internally and externally.
* Be actively involved across partner and user communities to promote the department’s principles and foster a collaborative approach to solution delivery and engagement.
* Provide mentoring and/or line management for team members and colleagues.

**Person Specification**

Essential:

* Agile working - Able to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. Helps the team to decide the best approach. Able to help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope.
* Lifecycle perspective - Recognises when to move from one stage of a product lifecycle to another. Ensures the team is working towards the appropriate service standards for the relevant phase. Able to manage the delivery products or services at different phases.
* Operational management - Able to design operational processes for the running and maintenance of products or services throughout its life-cycle. Able to redesign operational processes, amend existing processes, and plan and operationalise the stages of a new product or service development. Is the escalation point for operational issues and can fix complex operational issues. Able to overcome operational constraints to deliver a successful product or service. Works closely with operational delivery teams in DDaT.
* Problem Ownership - Ensures that the right actions are taken to investigate, resolve and anticipate problems. Coordinates team to investigate problems, implement solutions and preventative measures.
* Product Ownership - Experienced in applying tools, terms and concepts in a variety of ways. Able to be flexible, consider new ways of working and adapt to change.
* Strategic Ownership - Able to get buy-in from the organisation. Able to work with scant information and to articulate that in abstract terms. Able to come up with a strategy.
* User Focus - Able to collaborate with user researchers and can sell or represent users internally. Understands the difference between user needs and desires of the user. Able to champion user research to focus on totality of all users. Can prioritise and defines approaches to understand the user story, guiding others in doing so. Can offer recommendations on the best tools and methods to be used.

Desirable:

* DDaT perspective - Able to demonstrate a working understanding of design, technology and data principles. Understands the variety and complexity of users’ digital needs and how the product will meet those needs. Understands the importance of assisted digital. Able to design services and make decisions to meet users needs.
* Financial ownership - Understands the market place, realising the benefit and persuading others that a product is the right one to use. Able to integrate a product with other services. Capable of ensuring products get used. Able to realise benefits by linking work in progress back to the business case. Able to build business cases based on user needs.
* Understanding constraints - Can identify and understand constraints, and is able to communicate these and work within them. Is able to challenge the validity of constraints. Capable of ensuring standards are being met.

**Competencies**

* Achieving commercial outcomes
* Building capability for all
* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Delivering value for money
* Leading and communicating
* Managing a quality service
* Seeing the bigger picture

**Job Descriptor 4**

**Organisation: Office for National Statistics (ONS)**

**Job Title:  Delivery Manager**

**Salary:   £47,400 - £57,999**

**Band: Grade 7**

**Term: Permanent**

**Location:  Newport**

**Background:**

In a world of increasing information delivering high quality statistics to provide clarity has never been more important. ONS continues to develop the crucial role that official statistics play in informing democratic debate. ONS is leading part of the digital transformation across UK Government and will deliver a ground-breaking digital Census in 2021, be a leading producer of online surveys across government and beyond and continue to make Big Data a UK success story. The challenges posed by these aspirations are significant, not least for those delivering the digital solutions.

This is a fantastic time to be part of a digital transformation, where you’ll be challenged and empowered to make a difference, as part of a like-minded community of Digital and IT professionals.

**Job Description:**

Delivery Managers ensure teams have the right environment to deliver the vision, products and services, iteratively and ensure the team collaborates, communicates and focuses on what is most important. They work at the heart of teams to provide direction within a service or programme. Delivery Managers are accountable for building, motivating, supporting and facilitating teams as well as removing obstacles and blockers that get in their way. They challenge approaches inside and outside of the team they are working with and facilitate a focus on the outcome.

Delivery Managers have a deep understanding of agile and lean practices and make judgements on the use of appropriate tools and techniques for their environment. They proactively manage dependencies, identify and manage priorities, overcome obstacles and get the best value against constraints. Delivery Managers may manage risks, budgets and people.

**Key Accountabilities:**

* the high performance of a highly-skilled multidisciplinary team delivering a specific product, service or transformation.
* be core to decisions that build high performing teams, where people are excited about the work they are undertaking.
* be adept at delivering complex digital projects, breaking down barriers for your team and both planning at a higher level and getting into the detail to make things happen when needed.
* building and maintaining teams, ensuring they are motivated, collaborating and working well
* identify obstacles and help the team to overcome them
* focus the team on what is most important to the delivery of products and services
* encourage and facilitate continuous improvement of the delivery team
* coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques

**Person Specification:**

Essential:

* Agile and Lean Practices - Able to identify and compare the best processes or delivery methods to use. Able to recognise when something does not work and encourages a mindset of experimentation. Can adapt and reflect, is resilient and has the ability to see outside of the process. Able to use a blended approach depending on the context. Able to measure and evaluate outcomes. Able to help teams to manage and visualise outcomes.
* Communicating between the technical and non-technical - Able to listen to the needs of the technical and business stakeholders and interpret between them. Able to manage stakeholders’ expectations and be flexible, is capable of proactive and reactive communication. Facilitates difficult discussions within the team or with diverse senior stakeholders.
* Maintaining delivery momentum - Able to facilitate the delivery flow of a team, managing the pace and tempo. Able to actively address internal and external risks, issues and dependencies including where ownership exists outside the team.
* Making the process work - Able to identify and challenge organisational processes of increasing complexity and those processes that are unnecessarily complicated. Able to add value and can coach the organisation to inspect and adapt processes. Guides teams through the implementation of a new process.
* Planning - Understands the environment and is able to prioritise the most important or highest value tasks. Able to use data to inform planning. Able to manage complex internal and external dependencies. Able to provide delivery confidence. Able to remove blockers or impediments that affect the plan and is able to develop a plan for difficult situations. Ensures teams plan appropriately for their own capacity.
* Team dynamics and collaboration - Able to bring people together to form a motivated team. Able to empower delivery teams. Able to help create the right environment for a team to work in. Recognises and deals with issues. Able to facilitate the best team makeup depending on the situation.

Desirable:

* Commercial management - Able to act as the point of contact for contracted suppliers. Understands appropriate internal contacts and processes within a government department. Understands how and when third parties should be brought into DDaT projects.
* Financial management - Able to balance cost versus value. Able to consider the impact of user needs. Able to report on financial delivery. Able to monitor cost and budget and escalate issues.
* Lifecycle perspective - Recognises when to move from one stage of a product lifecycle to another. Ensures the team is working towards the appropriate service standards for the relevant phase. Able to manage the delivery products or services at different phases.

**Competencies**

Essential:

* Achieving commercial outcomes
* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Delivering value for money
* Leading and communicating

Desirable:

* Seeing the bigger picture

**Job Descriptor 5**

**Organisation: Government Digital Service (GDS)**

**Job Title:  Content Designer**

**Salary:   £36,564**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location:  London**

**Background:**

GDS is helping to redefine how a modern government should serve its citizens. Our work is cutting-edge and award-winning. It is improving the lives of millions of people.

We build and run world-class public services for the digital age. We work in small, agile teams of developers, designers and content specialists. Users always come first and everything we do should meet their needs.

We run government’s online home, GOV.UK, which is visited 3 million times a day. We’re delivering GOV.UK Verify, a new way to prove who you are online. We’re building platforms to make transformation easier for departments - things like GOV.UK Pay, the government payment service and GOV.UK Notify, which keeps people up to date with the status of their interaction with government. This is just some of what we do.

We work for the whole population. And we can only do that by being an inclusive, diverse organisation. We work hard to maintain an open, positive working culture and we were recently named as one of the Top 100 Best Employers for Race by Business in the Community.

**Job Description:**

Content designers are responsible for creating, updating and reviewing content around the end-to-end user journey and are comfortable using evidence, data and research. They build relationships across government to focus on the needs of the user and to influence stakeholders. They contribute to and use the style guides and design patterns. They make sure appropriate content is shown to the user in the right place and in the best format. They start from discovery and work closely with User Researchers, Service Designers and Interaction Designers.

As Content Designers gain in experience, they take responsibility for content quality, managing small teams and mentoring content designers. They will write and map user stories, assure quality and review the work of others; leading on cross-government content projects.

**Key Accountabilities**

Responsibilities include:

* taking complex information and processes, and making them simple to understand and use
* observing user research and usability testing, and helping to analyse the results
* iterating content based on user feedback and analysis
* following good content practices including fact check, peer review and critiques
* building collaborative relationships with stakeholders
* gaining a deep understanding of a service area’s user needs and how to meet them
* conveying meaning in as few words as possible
* working with interaction or service designers to create clear user journeys
* applying the Government Digital Service design principles, styles and patterns

**Person Specification**

Essential:

* User-centred content design - Able to work autonomously. Creates effective content for digital channels.
* Stakeholder relationship management - Identifies key stakeholders, tailoring communication to their needs, and works with teams to build relationships whilst also meeting user needs. Can take opposing views to reach consensus. Understands how to work with stakeholders and contributes to improving these relationships, using evidence to explain decisions made.
* Strategic thinking - Able to define strategies and policies, providing guidance to others on working in the strategic context. Evaluates current strategies to ensure business requirements are being met and exceeded where possible.
* User focus - Identifies and engages with users and stakeholders to collate user needs evidence and understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.

Desirable:

* Agile working - Able to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. Helps the team to decide the best approach. Able to help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP), print and scope.
* Prototyping - Knows when to use a specific prototyping technique or method (for example, sketch, code, Loc2). Able to show the value of prototyping to the team.

**Competencies**

Essential:

* Making effective decisions
* Collaborating and partnering
* Delivering at pace
* Seeing the big picture
* Leading and communicating
* Changing and improving

Desirable:

* Managing a quality service
* Delivering value for money

**Job Descriptor 6**

**Organisation: Department for Work and Pensions (DWP)**

**Job Title:  User Researcher**

**Salary:   £29,930 - £45,964**

**Band: Senior Executive Officer**

**Term: Permanent**

**Location:  Blackpool**

**Background**

At DWP Digital, we operate on a scale unrivalled almost anywhere.

Join us on the UK’s biggest digital transformation journey. We’re looking for digital specialists to apply their skills to some of the biggest and most interesting digital challenges around.

Here, you’ll have the opportunity to use the most modern development environments, tools and latest technologies to make a positive difference to the lives of 22 million UK citizens.

**Job Description**

User Researchers scope, design and carry out research activities with users that help teams get a deep understanding of the people that use the service. Research informs policy, strategy, service, content and interaction design, so that services work well for users and achieve their policy intent.

They are embedded in a multi-disciplinary team and responsible for planning and carrying out a wide variety of user research activities; often able to work independently.

In time becoming able to plan and lead research on larger teams and more complex services. They influence service proposition, align user research activities with wider plans and build user centred practices in new teams.

**Key Accountabilities**

Responsibilities include:

* Use strong analytical and problem solving skills to understand the business problem and devise appropriate research strategies.
* Plan and design user research sessions, testing both high-level concepts and specific aspects of the service as it is designed and developed.
* Conduct research and generate new and useful insight to shape the development of new digital services while maintaining the focus on user needs.
* Conduct contextual and Discovery research to develop a deep understanding of the needs of all users of a service.
* Conduct hands-on user research, including guerrilla/pop-up testing, moderating usability sessions and interviewing.
* Conduct usability testing, including developing user recruitment briefs, test moderations, analysis and report writing.
* Be highly visible within a multidisciplinary team of designers, analysts and developers, promoting user-centred design principles.
* Be confident in explaining user needs to colleagues, and act as a persuasive advocate for those needs both within the team and the department at large.
* Work with senior stakeholders, product owners and delivery managers to help inform the service vision and priorities
* Deliver at pace, with a commitment to agile and continuous iterative development to improve the experience for users.
* Work closely with a large number of stakeholders across the Department’s different functions, including corporate and operational functions.
* Work closely with web analytics and other insight colleagues to integrate customer data and research findings.
* Present research findings in compelling and innovative ways, making business/design recommendations based on sound analysis.
* Willingly and ably challenge the status quo, and empower other team members to challenge their own assumptions.
* Persuade teams to take action based on research findings.
* Coach and mentor User Researchers to ensure individuals continuously learn and develop; and that we provide a first class user research service.
* Deliver user research awareness training at the Digital Academy and other learning events.
* Be an active member of the User Research community, sharing best practice and knowledge and reusing insight where possible.
* Be involved in the wider User Research community across government. Attend conferences and hacks and blog where appropriate.

**Person Specification**

Essential:

* Agile and user-centred practices - Understands and has experience of a range of user centred practices. Can work with colleagues to plan and do continuous user research in a multidisciplinary team.
* Analysis and Synthesis - Understands how to apply basic techniques for analysis of research data and synthesis of findings. Knows how to involve their team in analysis and synthesis. Can present clear findings that colleagues can understand and use.
* Inclusive research- Understands the diversity of users of government services and the need to make services usable and accessible for everyone. Can work with colleagues to include many kinds of users in appropriate research activities.
* Research skills -  Understands and has experience of basic user research methods. Understands when to use those methods and how to apply them correctly. Knows how to involve their team in research activities.
* Society and technology - Understands the social and technological context for government services. Can align user research activities to help their team understand changing user behaviour.
* Strategic insight - Understands what problem the team is trying to solve. Can align user research activities to inform decision making and action.

Desirable:

* Technical understanding - Has some knowledge of current technologies used to build and operate digital services. Understands the different technical roles in a digital team.

**Competencies:**

Essential:

* Seeing the Bigger Picture
* Collaborating & Partnering
* Making Effective Decisions
* Delivering at pace
* Changing & Improving
* Leading & Communicating
* Building Capability for All

Desirable:

* Delivering value for money
* Achieving commercial outcomes
* Managing a quality service
* [Head of user research](https://www.gov.uk/government/publications/head-of-user-research-skills-they-need/head-of-user-research-skills-they-need)
* [Lead user research](https://www.gov.uk/government/publications/lead-user-research-skills-they-need/lead-user-research-skills-they-need)
* [Senior user research](https://www.gov.uk/government/publications/senior-user-research-skills-they-need/senior-user-research-skills-they-need)
* [User researcher](https://www.gov.uk/government/publications/user-researcher-skills-they-need/user-researcher-skills-they-need)
* [Junior user research](https://www.gov.uk/government/publications/junior-user-researcher-skills-they-need/junior-user-researcher-skills-they-need)
* [Associate user research](https://www.gov.uk/government/publications/associate-user-researcher-skills-they-need/associate-user-researcher-skills-they-need)

**Job Descriptor 7**

**Organisation: Parliamentary Digital Service**

**Job Title:  Data Architect**

**Salary: £37,022 - £43,675**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location:  Liverpool**

**Background:**

The Parliamentary Digital Service (PDS) works with the House of Commons, the House of Lords, and Parliament staff on their IT and digital needs. We think it’s important that everyone can access and understand what’s going on in Parliament.

Our goal is to bring together the public, Parliament Members, and Parliamentary staff to inform, engage, support, and communicate through one, unified digital core – PDS.

**Job Description:**

Data Architects set the vision for the organisation's use of data, through data design, to meet business needs. They partake in technical and business design authorities in order to approve their vision for data. They work with senior accountable officers and boards to define data strategies and principles. They ensure that systems are designed, upgraded, managed, de-commissioned and archived in compliance with data policy across the full data life cycle.

**Key Accountabilities**

Responsibilities include:

* Design data services selecting necessary platforms and technologies to meet project requirements and user needs.
* Provide technical leadership and consultancy to both internal and external development teams.
* Build and maintain technical roadmaps, looking ahead for future opportunities or blockers, and ensuring decisions by development teams align with the strategy.
* Encourage communication across multiple Home Office development teams to identify strategic requirements and dependencies.
* Help develop services by contributing code, testing technologies and producing rapid prototypes.
* Be involved in the wider web development community, identifying good practices to adopt and sharing your experiences, e.g. through blog posts, tech talks at conferences.
* Enable a positive technical culture, applying agile methods to development and completing quality assurance practices.
* Help enable the reuse of patterns, tools, and components across the whole government service landscape

**Person Specification**

Essential:

* Communicating between the technical and the non-technical - Able to effectively translate and accurately communicate across technical and non-technical stakeholders as well as facilitating discussions within a multidisciplinary team, with potentially difficult dynamics. Able to advocate for the team externally and can manage differing perspectives.
* Data modelling - Understands the concepts and principles of data modelling and is able to produce, maintain and update relevant data models for specific business needs. Reverse engineers data models from a live system.
* Data standards - Develops data standards for a specific component. Analyses where data standards have been applied or breached and undertakes an impact analysis of that breach.
* Metadata management - Works with metadata repositories to complete complex tasks such as data and systems integration impact analysis. Maintains a repository to ensure information remains accurate and up to date.
* Turning business problems into data design - Designs data architecture by dealing with specific business problems and aligning it to enterprise-wide standards and principles. Works within the context of well understood architecture and identifies appropriate patterns.

Desirable:

* Data analysis and synthesis - Undertakes data profiling and source system analysis and can present clear insights to colleagues to support the end use of the data.
* Data communication - Aware that data needs to be aligned to the needs of the end user. Able to create basic visuals and presentations.
* Data governance - Understands what data governance is required. Capable of taking responsibility for the assurance of data solutions and making recommendations to ensure compliance.
* Data innovation - Aware of opportunities for innovation with new tools and uses of data.
* Problem resolution (data) - Responds to problems in databases, data processes, data products and services as they occur. Initiates actions, monitors services and identifies trends to resolve problems. Determines the appropriate remedy and assists with implementation of these as well as preventative measures.
* Strategic thinking (data architecture) - Aware of the strategic context of their work and why it is important. Supports strategic planning in an administrative capacity.

**Competencies**

Essential:

* Changing and improving
* Collaborating and partnering
* Leading and communicating
* Making effective decisions
* Seeing the big Picture

Desirable:

* Achieving commercial outcomes
* Building capability for all
* Delivering at pace
* Delivering value for money
* Managing a quality service

**Job Descriptor 8**

**Organisation: NHS Digital**

**Job Title:  Performance Analyst**

 **Salary: £35,000 to £40,000**

 **Band: 6

Term: Permanent

Location:  Leeds**

**Background**:

We're the national information and technology partner to the health and social care system. We're using digital technology to transform the NHS and social care.

NHS Digital supplies information and data to the health service, provides vital technological infrastructure, and helps different parts of health and care work together.

We are the guardians of patient data, making sure it's protected, and only ever used for the good of health and care. We advise health and care on cyber and data security.

**Job Description:**

Performance Analysts develop performance measurement frameworks (KPIs / goals / user needs / benefits) and analyse the performance of a service and/or product against these, adapting their approach and framework appropriately and in line with any changes. They work with project teams to procure, implement and validate appropriate analytics tools against identified performance measurement frameworks. They source, collect and extract data that is accurate and fit for purpose, working with Developers to configure, test and update configurations. Performance Analysts then analyse data and use this analysis to create compelling evidence-based and actionable data stories to share with stakeholders to drive decisions. They inform the iterative design of the service and/or product in order to ensure effectiveness, efficiency and accuracy. They ensure data and analysis is of high quality and accuracy, and work with a variety of qualitative and quantitative data.

Performance Analysts are ambassadors for analytics, support others to improve and interpret data and are included throughout the product and content life cycles. They provide challenge from a digital perspective and collaborate with other digital and analytical professions, especially User Researchers, to provide collective insights. They work as part of or with an agile/SCRUM team, where appropriate, on a specific project or in day-to day continuous improvement activities.

**Key Accountabilities:**

Responsibilities include:

* Support product teams, especially the product or service manager, to identify ‘what good looks like’ and to develop hypotheses
* Collect relevant and accurate data from digital and off-line sources (eg call centre data), including by managing and developing analytics instrumentation - working with develop colleagues
* Take responsibility for audit and testing of data collection
* Produce accurate, engaging and actionable analysis of online and offline data sources to derive priority user needs and user behaviour
* Work closely with user researchers to combine the ‘what’ and ‘why’ of user behaviour
* Provide recommendations for action based on user data in easily understandable and engaging ways - such as show and tells, blog posts, dashboards
* Actively participate in a performance and data analysis community of practice, assisting with training and knowledge transfer of digital analysis principles to wider audiences and expanding your own and others’ data analysis skills
* Participate in the development of the vision for data / analytics architecture and workflow across the organisation, including instrumentation, tagging and user management
* Identify delivery obstacles to improving performance measurements and working with teams to overcome those obstacles.

**Person Specification**

Essential:

* Broad technical understanding (performance analyst) - Understands core technical concepts related to their role and is able to apply them.
* Communicating analysis and insight - Understands the appropriate media to communicate findings. Shapes and shares communications cognisant of the audience. Able to give tactical recommendations.
* Performance measurement - Participates in discussions determining which performance measurements are appropriate, with guidance from more experienced colleagues. Develops experience in turning business needs and goals into performance measures.
* Undertaking analysis and providing insight - Understands and can help teams apply a range of techniques to analyse data and provide insight. Is proactive and can present compelling findings that inform wider decisions. Applies innovative approaches to resolve problems.
* Verification and validation of data and analysis - Recognises and identifies appropriate ways to collect, collate and prepare data, and is able to decide if data is accurate and fit for purpose. Performs own data preparation and cleansing with limited guidance.

Desirable:

* Understanding analysis across the life cycle - Understands how the needs of the team and product vary across the lifecycle. Ensures the team is measuring performance as appropriate for the relevant service standard phase. Able to manage the delivery of services or products at different phases. Plans ahead and looks at data requirements in future phases.
* Understanding constraints (performance analyst) - Can identify and understand constraints, and is able to communicate these and work within them. Is able to challenge the validity of constraints. Capable of ensuring standards are being met. Has an understanding of security and data privacy
* User-centred analysis - Able to use quantitative and qualitative data about users to turn user focus into outcomes. Delivers analysis and information that addresses stakeholder needs and provides recommendations. Collaborates with user researchers and other user-focussed professions. Guides others on approaches to understand user stories.

**Competencies**

Essential:

* Building capability for all
* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Leading and communicating
* Making effective decisions
* Managing a quality service
* Seeing the big picture

Desirable:

* Achieving commercial outcomes
* Delivering value for money

**Job Descriptor 9**

**Organisation: Department for Business, Energy and Industrial Strategy (BEIS)**

**Job Title:  Dev Ops**

**Salary: £37,200 - £43,430**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location:  Birmingham**

**Background:**

BEIS is a new department at the heart of the Government’s agenda, with a vision of an economy that works for everyone. We are responsible for developing and delivering a comprehensive industrial strategy and leading the Government’s relationship with business; we work to tackle climate change and ensure that the country has secure energy supplies that are reliable, affordable and clean. Our role is vital to lead the Government’s vision in a context of momentous change, responding to both the short-term domestic impact of the UK’s withdrawal from the European Union and working to define the next stage.

We feel the department has an exciting remit, and we hope you agree.

This is an exciting opportunity to operate at the centre of BEIS to deliver an interesting and challenging programme of work. The Department has committed to delivering an ambitious three year strategy to build digital, data and technology that works for everyone. We will develop capability, built stable and sustainable platforms, and enabled collaboration with our colleagues to deliver exceptional services for the consumers and businesses we serve.

**Job Description:**

Development Operations support the development and operation of software through tools, environments and practices. DevOps will learn throughout their work by assisting in the building of a complex story. DevOps can act as a technical product owner, developing medium-long term strategies for product lines – identifying, testing and championing the adoption of emerging technologies.

More senior members of the community deliver and integrate software, plan and design as well as enabling product delivery through the deployment of strategies that are repeatable, scalable and highly available.

**Key Accountabilities**

Responsibilities include:

* transforming technical requirements into DevOps processes including managing tools and testing environments, central code control, maintaining development standards and writing software that automates systems.
* deliver automated software components that form part of a DevOps toolchain and transform technical requirements into DevOps processes.
* build complex stories without additional support.
* be able to manage live test environments.
* identify and resolve issues preventing delivery.

**Person Specification**

Essential:

* Development process optimisation - Aware of the importance consider developing process efficiency and the common ways in which processes are optimised. Supports specific activities to improve development processes. Able to spot or identify obvious deficiencies.
* Modern standards approach - Understands key principles of modern standards approach and how they apply to the work they are undertaking, and will apply under guidance.
* Programming and build (software engineering) - Collaborates with others when necessary to review specifications and uses these agreed specifications to design, code, test and document programmes or scripts of medium to high complexity, using the right standards and tools.
* Service support - Identifies, locates and competently fixes faults.
* Systems design - Translates logical designs into physical designs. Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate. Designs systems characterised by managed levels of risk, manageable business and technical complexity and meaningful impact. Works with well-understood technology and identifies appropriate patterns.
* Systems integration - Able to build and test simple interfaces between systems, or can work on more complex integration as part of a wider team.
* User focus - Identifies and engages with users or stakeholders to collate user needs evidence and understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.

Desirable:

* Availability and capacity management - Manages the service components to ensure they meet business needs and performance targets.
* Information security - Has an appreciation of information security, designing solutions and services with security controls embedded, specifically engineered as mitigation against security threats as core part of the solutions and services.
* Prototyping - Sees prototyping as a team activity, actively soliciting prototypes and testing with others. Establishes design patterns and iterates them. Knows a variety of methods of prototyping and chooses the most appropriate ones.

**Competencies**

Essential:

* Making effective decisions
* Changing and improving
* Collaborating and partnering
* Managing a quality service

Desirable:

* Leading and communicating

**Job Descriptor 10**

**Organisation: Department for International Development**

**Job Title:  Network Architect**

**Salary:   £50,000 - £80,000**

**Band: Grade 6**

**Term: Permanent**

**Location:  London**

**Background:**

We lead the UK’s work to end extreme poverty, promote stability and contribute to the 17 Global Goals for sustainable development. We're ending the need for aid by creating jobs, unlocking the potential of girls and women and helping to save lives when humanitarian emergencies hit.

Technology underpins everything we do. Our team plays a critical role in helping us change the lives of people as we operate working closely with government and international partners to achieve the aims of the UK Aid Strategy and the Government Transformation Strategy.

This is an exciting time of transition for DFID – we are moving to a new global network infrastructure, increasingly using Cloud services (SaaS, PaaS, IaaS), specifically Office 365, gathering more data on our aid programmes and Cybersecurity is vital to our safe operation. We’re intentionally not specific on the technology stacks we are seeking from applicants as we’re interested in speaking to architects who can come in with a fresh perspective on what would be a suitable technology platform for us.

**Job Description:**

Network Architects are responsible for network designs and specifications, including cloud networks. They provide advice and guidance to their teams to ensure effective use of standards, principles, tools and patterns. They work to maximise the value that can be delivered from government networks. They are aware of and incorporate security into network designs. They have an understanding of network technology including: LAN, WAN, Wi-Fi, DataCentre LAN, SD Networks, Telephony, Mobile Solutions Infrastructure, Unified Comms, Network Management solutions, and network specific security and remote access technologies and approaches.

**Key Accountabilities**

Responsibilities include:

* design services or plan system integration, selecting necessary platforms and technologies to meet project requirements and user needs.
* provide leadership and consultancy to both internal and external development teams, ensuring infrastructure is fit for purpose, whilst meeting time and budget restraints.
* build and maintain technical roadmaps, looking ahead for future opportunities or blockers, and ensuring decisions by development teams align with the strategy.
* encourage communication across multiple development teams to identify strategic requirements and dependencies.
* help develop services by contributing code, testing technologies and producing rapid prototypes.
* be involved in the wider network architecture community, identifying good practices to adopt and sharing your experiences, eg through blog posts, tech talks at conferences.
* enable a positive network architecture culture, applying agile methods to development and completing quality assurance practices.
* mentor developers, setting standards and ensuring delivery targets are met.
* advise product managers on the estimated effort and network implications of current user stories, as well as those in the backlog.

**Person Specification:**

Essential:

* Broad technical understanding (network architect) - Has a deep understanding of the technical concepts required in their role and understands how these fit into the wider technical landscape.
* Governance and assurance - Capable of evolving and defining governance and taking responsibility for collaborating and supporting in wider governance. Knows how to assure services delivered by Architects across sets of services.
* IT infrastructure (network architect) - Architects, designs and implements infrastructure technologies, solutions and services such as: compute, storage, networking, physical infrastructures, software, commercial off the shelf (COTS) and Open Source packages and solutions, virtual and cloud including PaaS, SaaS.
* Systems design - Designs systems characterised by medium levels of risk, impact and business or technical complexity. Selects appropriate design standards, methods and tools and ensures they are applied effectively. Reviews the systems designs of others to ensure selection of appropriate technology, efficient use of resources and integration of multiple systems and technology.
* Systems integration (network architect) - Architects the design of network services within a team requiring moderate to complex service integration.
* Troubleshooting and problem resolution - Able to dissect a problem to its component parts to identify and diagnose root causes. Able to troubleshoot and identify problems across different technology capabilities.

**Competencies**

Essential:

* Building capability for all
* Changing and improving
* Collaborating and partnering
* Delivering value for money
* Making effective decisions
* Managing a quality service

Desirable:

* Delivering at pace
* Leading and communicating
* Seeing the big picture

**Job Descriptor 11**

**Organisation: Foreign and Commonwealth Office Services (FCO)**

**Job Title:  IT Service Manager**

**Salary: £33,853 - £45,333**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location:  Milton Keynes**

**Background:**

Play a leading role with FCO Services and make an impact on an unprecedented scale. With us, you’ll work at the cutting-edge of secure technology, helping to protect the UK’s interests, and safeguard people and information around the world.

You’ll be part of the team that delivers first-class digital solutions for the Foreign and Commonwealth Office, and other government departments. It’s a unique opportunity to understand the challenges – and increasingly advanced threats – governments face. Crucially, you’ll also have everything you need to develop innovative, intelligent answers to meet our evolving needs.

**Job Description:**

IT Service Managers are responsible for managing the service delivery of services for Information and Communications Technology (ICT), and interfacing with teams from IT Service Operations. They are responsible for ensuring that business relations within the organisation are managed to enable delivery of ICT services. They are responsible for defining service level agreements (SLAs) and operational level agreements (OLAs) across all relevant business functions and ensuring all contractors carry out processes to ITIL standards.

IT Service Managers liaise with all other IT service functions to ensure that services are maintained and manage the day to day delivery of the product, plan and may schedule the testing and deployment of releases as well as delivering new functionality required by the business while protecting the integrity of existing services. They are responsible for ensuring that service asset and configuration items are properly controlled, and that accurate and reliable information about these assets is available when needed.

They manage a fully functioning multi-sourced service support team with a customer-centric support approach across multiple locations, focussed on service availability and performance.

**Key Accountabilities:**

Responsibilities include:

* Defining project needs and feeding these into the programme/portfolio process will enable resource to be appropriately allocated. You will be core to decisions that build high performing teams, where people are excited about the work they are undertaking.
* Deliver services that meet the Digital by Default Service Standard and are best in class for government, giving the same level of digital experience users expect from daily interaction with the most respected web services.
* Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently in line with Government Digital Service Standards.
* Work with the Product Manager to define the roadmap for any given product and translate this into user stories.
* Lead the collaborative, dynamic planning process - prioritising the work that needs to be done against the capacity and capability of the team.
* Ensure all products are built to an appropriate level of quality for the stage (discovery/alpha/beta/production).
* Be responsible for on and offline continuous service delivery, developing and delivering all the changes and improvements necessary to provide effective services for users.
* Engage with technical staff to define the best system and platform configurations to achieve business/user objectives.
* Lead and develop a high performing team, embedding agile working practices and a digital by default culture across the department.
* Manage and effectively engage with stakeholders across the department.

**Person Specification:**

Essential:

* Business Analysis (IT operations) - Investigates problems and opportunities in existing processes and contributes to recommending solutions to these. Works with stakeholders to identify objectives and potential benefits available.
* Ownership and Initiative - Owns an issue until a new owner has been found or the problem has been mitigated and / or resolved.
* Relationship Management - Identifies key stakeholders and relationships and works with teams to build these. Understands how to work with stakeholders and contributes to improving these relationships.
* Service Focus - Sees the bigger picture by taking groups of services, investigating how to get the best of underlying services.
* Service Reporting - Produces the relevant reports in a standard format in an agreed timeframe. Works with key stakeholders to discuss any changes in the reporting processes. Able to add a commentary that provides an interpretation for the data set.
* Strategic thinking - Able to work within a strategic context and communicate how activities meet strategic goals. Contributes to the development of strategy and policies.
* Understanding of service management framework - Has a Level 3 Service Management Framework Qualification and knowledge of lifecycle and / or capability elements of ITIL.
* User focus - Identifies and engages with users / stakeholders to collate user needs evidence and understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.

Desirable:

* Asset and configuration management - Maintains secure configuration and accurate information, controlling IT assets in one or more significant areas and verifying location and state of assets.
* Broad technical understanding - Understands core technical concepts related to their role and is able to apply them with guidance.
* Continual service improvement - Able to identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions.

**Competencies:**

Essential:

* Changing and Improving
* Collaborating and Partnering
* Delivering at Pace
* Making Effective Decisions
* Managing a Quality Service

Desirable:

* Leading and Communicating

**Job Descriptor 12**

**Organisation: HM Land Registry (HMLR)**

**Job Title:  Change and Release Manager**

**Salary: £33,853 - £45,333**

**Band: Senior Executive Officer (SEO)**

**Term: Permanent**

**Location:  Plymouth**

**Background:**

It is an exciting time for HM Land Registry (HMLR) as we embark on a major transformation programme. HMLR's ambition is to become the world’s leading land registry for speed, simplicity and an open approach to data. We are now looking for an experienced Infrastructure Engineer (Platform Support) to join our Digital, Data and Technology team to help us to achieve this.

The organisation

Our Business Strategy for 2017-2022 sets out our aims of:

• brilliant at the basics;

• a comprehensive Land Register;

• world-leading through Digital Street – our ground-breaking research and development project exploring how land registration might work in 2030;

• opening our data;

• expert people; and

• financially strong.

**Job Description**

The Change and Release Manager leads the Change Advisory Board, ensuring adequate risk assessment and scheduling of technical changes and releases, own the Configuration Management Database (CMDB), access, security, configuration of change activities and release procedures.

**Key Accountabilities**

* ensure technical changes to IT services are adequately impact assessed, prioritised, scheduled, authorised and implemented, in line with processes and using appropriate tools.
* provide an escalation point and make decisions for all technical changes - coordinate releases and interdependencies.
* chair the Change Advisory Board (CAB).

**Person Specification:**

Essential:

* Change management - Has broad industry experience in change management and is able to implement a successful change management process from zero to full maturity. A champion of change management, actively improving and optimising current processes.
* Community collaboration - Able to work collaboratively within a group, actively networking with others and engaging in varying types of feedback choosing the appropriate time and ensuring the discussion sticks. Uses initiative to identify problems or issues in the team dynamic and rectify them. Able to pull out issues through agile health-checks with the team to provoke the right responses.
* Incident management - Able to diagnose and prioritise incidents, investigating their causes and finding resolutions.
* Ownership and initiative - Owns an issue until a new owner has been found or the problem has been mitigated or resolved.
* Problem management - Initiates and monitors actions to investigate patterns and trends to resolve problems, including consulting specialists where required. Determines the appropriate remedy and assists with implementation of it as well as preventative measures.
* Service focus - Takes inputs and establishes coherent frameworks that work.
* Understanding of service management framework - Has a level 3 service management framework qualification.
* User focus - Identifies and engages with users and stakeholders to collate user needs evidence and understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.

Desirable:

* Asset and configuration management - Manages configuration management for the organisation, ensuring value for the business and adherence to company policies. Ensures changes to assets are recorded and controlled appropriately. Promotes organisational commitment to asset control.
* Availability and capacity management - Manages the service components to ensure they meet business needs and performance targets.
* Broad technical understanding - Understands core technical concepts related to their role and is able to apply them with guidance.
* Continual service improvement - Able to identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions.
* Continuity management - Aware of the IT standard continuity management processes and procedures.

**Competencies:**

Essential:

* Changing and improving
* Collaborating and partnering
* Delivering at pace
* Making effective decisions
* Managing a quality service
* Leading and communicating