

Job Description: Lead Solution Developer

Faculty/Department:	Digital Services
Job Title:	Lead Solution Developer
Department/Subject:	Digital Solutions
Salary:	Grade 9 point 37 £45,585 (pro rata)
Hours of work:	35 hours per week.
Contract:	This is a Fixed Term position until 31 st October 2025
Location:	Singleton

Introduction	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
Background information	<p>As a leader of a technical team, the postholder will be responsible for ensuring the development and delivery of digital solutions across a range of technologies and platforms. Co-ordinating resources and skills within your team and collaborating with other teams to ensure adequate resources.</p> <p>You will be responsible for backlog management and ensuring the team works following Agile working practices.</p> <p>You will continually evaluate your own impact to improve as a professional and drive sustainable performance.</p> <p>You will work closely with business partners, project managers and other key stakeholders to capture, understand and prioritise requirements and ensure solutions deliver value. You will also need to balance demand between business-as-usual change, project change and pipeline demand.</p>

Main Purpose of Post	<p>As a Lead Solution Developer, you will be responsible for developing and managing digital solutions. You will be customer focused, working with stakeholders to develop solutions that support University activities and processes. You will provide leadership and line management to your team, act as a technical authority and deputise for your manager as appropriate.</p> <p>In this role you will:</p> <ol style="list-style-type: none"> 1. Manage a team of solution developers. 2. Lead in the provision of both cloud and on-premises based solutions. 3. Provide value by enhancing COTS and SaaS services and where appropriate developing custom solutions. 4. Ensure solutions and changes are well designed, tested and released in accordance with testing and release management processes. 5. Ensure your team apply best practice standards to ensure quality, security and performance of solutions. 6. Ensure your team delivers solutions by adhering to the quality assurance processes such as test management, change management, release management and support. Ensure your team actively engages in the continuous improvement of the quality assurance processes. 7. Ensure your team delivers solutions using agile methodologies and frameworks. 8. Follow the change management processes, providing assurance that configuration changes are well documented and fully understood. 9. Lead projects within the University's project implementation and management framework.
	<ol style="list-style-type: none"> 10. Continually assess, monitor and improve solutions to enhance the level of service delivery. 11. Create and maintain documentation to support the management and utilisation of platforms and services. 12. Work in conjunction with other teams to ensure good practice in terms of performant solutions and good development standards. 13. Advise on the development of policies, standards, architecture and guidelines. 14. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required.
General Duties	<ul style="list-style-type: none"> • To fully engage with the University's Performance Enabling and Welsh language policies. • To promote equality and diversity in working practices and to maintain positive working relationships. • To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. • Any other duties as directed by their Line Manager, or their nominated representative expected within the grade definition. • To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy

Professional Services Values

All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](#) and it is an expectation that everyone can demonstrate a commitment to these values from the point of application through to the day-to-day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

In addition, you will operate to a defined set of [Leadership Values](#):

We are Professional.

We develop ourselves and our teams through continued professional development and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing, and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team, and individual performance.

We Work Together

We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect, and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.

We Care

We create environments that identify, understand, and give priority to delivering the needs of the University Community (our students, colleagues, external partners, and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.

Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.

Values:

- Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
- Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect, and challenge.
- Demonstrable experience of creating environments that identify, understand, and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

Qualifications:

- Degree or equivalent experience in a relevant discipline.

Experience, Knowledge, and Skills:

- Evidence of effectively leading and managing a team, to develop solutions on time and to the required standard.
- Delivering solutions in suitable configurations to support business activities
- Setting standards on development, sharing knowledge of processes and architecture and standardisation.
- Experience of leading a team using agile methodologies and techniques.
- Liaising with stakeholders to understand requirements and deliver technical solutions.
- Establishing development practices and techniques.
- Presenting complex ideas and recommendations that inform decisions in a straightforward way to technical and non-technical audiences and senior customers.
- Lead in the delivery of continuous improvement.
- Analytical thinking with a record of accomplishment of solving technical problems.

Desirable Criteria:

- Experience of working Azure DevOps or similar
- Ability to communicate in Welsh
- ITIL v3 or v4 Foundation
- Evidence of continual professional development and deployment of relevant professional skills
- Experience of working within an agile environment

Welsh Language:

Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)

e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn extremely basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).



