Head of Digital Platform Development

Department:	Cabinet Office
Section:	Modernisation and Digital
Reports to:	Director – Digital Services
JE Ref:	CB1010
Grade:	CS15 **JE Date**: 27/03/2023

Job purpose

The Head of Digital Platform Development leads, providing guidance for the platform development technical teams and owns the relationship with approved platform development third parties. The role is responsible for leading the development of the Government of Jersey's digital platforms, including the software and technology frameworks, to deliver online public services and interactions between the Government of Jersey, Islanders, Businesses, and other stakeholders.

Job specific outcomes

- Responsible for leading the Platform Development teams and ensuring they are developed and motivated to meet their goals

- Ensures there is a digital platform development strategy in place and that platform development aligns with the overall Government of Jersey digital strategy and service objectives

- Defines the Government of Jersey solution development process including the use of Agile software development methods, use of appropriate tools and oversees development delivery to achieve digital strategy objectives

- Leads the platform development teams in achievement of their performance metrics to ensure desired business outcomes

- Manages the strategic relationships and contracts with approved third-party platform developers to ensure they are operating to Government of Jersey standards

- Responsible for the development and delivery of IT solutions across the organisation, ensuring recognition of desired business outcomes

- Delivery of level 3 IT Support Services according to relevant and published processes, including delivery to SLA and KPI targets across the team

- Responsible for ensuring the development, operation and security of IT solutions in line with best practice and all statutory requirements

- Provide specialist technical and professional guidance into the departments and senior IT representatives demonstrating the value-add of solutions approach

- Manages, tracks and reports on the financial and delivery performance of the platform development teams

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.
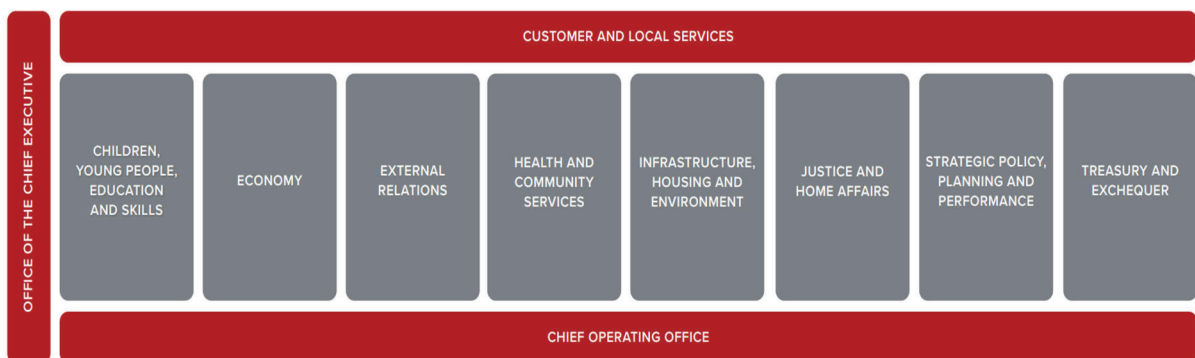
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

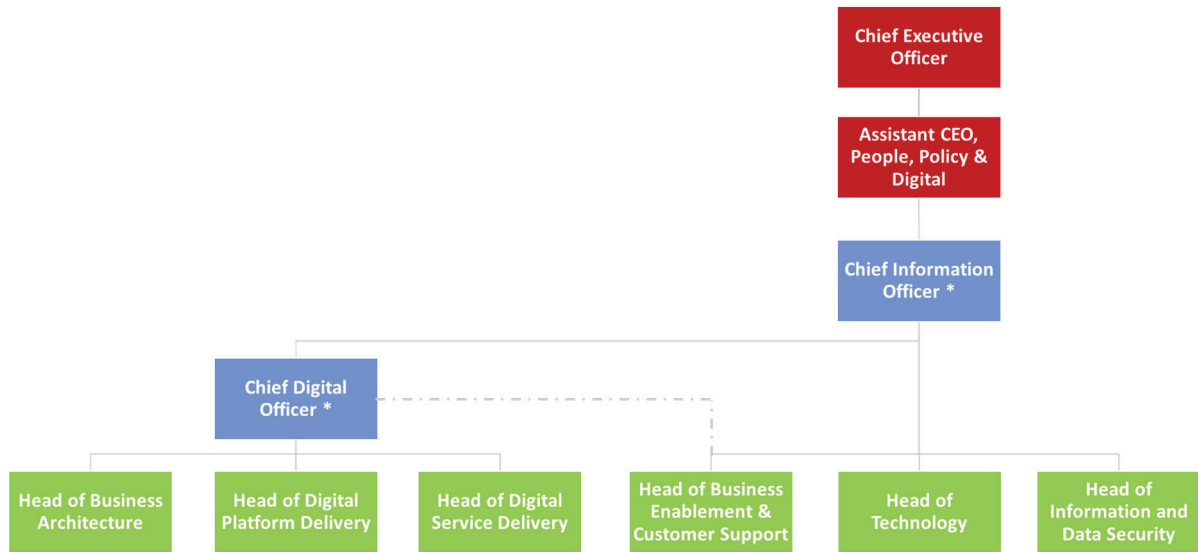## Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

- Solutions Development
- Platform Development
- Web Content Development
- Digital Services Development

Organisational structure

Government Departments

Organisation chart

Government of JERSEY

Chief Executive Officer

Assistant CEO, People, Policy & Digital

Chief Information Officer *

Chief Digital Officer *

Head of Business Architecture

Head of Digital Platform Delivery

Head of Digital Service Delivery

Head of Business Enablement & Customer Support

Head of Technology

Head of Information and Data Security

Person Specification

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree level in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience. ITIL Foundation Certificate	Industry recognised professional qualifications such as MCSE, VCP, CCNA
Knowledge *This relates to the level and breadth of practical knowledge **required** to do the job (e.g. the understanding of a defined system, practice, method or procedure).*	Specialist knowledge of solutions delivery. Up to date knowledge and awareness of existing and emerging technologies Software Development background and experience of mentoring technicians / developers Significant experience as a people manager	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Career experience of working within a software development lifecycle Demonstrable leadership skills, motivation and development techniques Ability to communicate with impact - both verbal and listening skills to engage with a wide number of stakeholders Excellent organisational skills and ability to prioritise	
General Skills/Attributes	Strong customer services skills,	

This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.	able to gain rapport quickly and build effective and trusting working relationships with our customers Strong analytical skills to their role Change management and technical risk assessment skills, apply appropriate caution and discipline Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers. Team player that works with and communicates well within and across our technical teams, actively prompting respect for colleagues, sharing of skills and information and building trust amongst teams.	
Experience *This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).*	Senior management experience in a similar role	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.