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**Job Description**

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| **Job title:** | **Principal Engineer** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Head of Platforms & Applications** |
| **Grade:** | **G8** |
| **Location:** | **University of Bath Sites and Hybrid** |

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| **Background Information** |
| The University of Bath (UoB) is embarking on the next stage of its digital transformation journey. A key part of this is to transform the way in technology services are delivered. The Digital, Data & Technology Department (DDaT) is a passionate community of technical experts who provide digital, data and technology services that are accessible, relevant, and secure. We are motivated by helping people solve problems, be more effective in what they do today and innovating to raise the bar of what can be achieved in future.  Significant change in service provision is anticipated and it is vital to have effective, proactive engagement with other departments and faculties. This will address a key improvement required within the Evolution project to develop and maintain strong partnerships with key stakeholders to deliver greater efficiency, coherence, cooperation, and coordination. |

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| **Job purpose** |
| The Principal Engineer will play a key role in shaping and implementing the changes and improvements required to transform the service provision of technology services across the University.  Reporting into the Head of Platforms & Applications, the Principal Engineer role forms part of the wider leadership team providing direction for the wider Delivery & Operations function. As an expert in their field, they will be responsible for the effective leadership for their technical and functional areas of responsibility.  The role will be responsible for engineering across a wide-ranging technology stack including on-premises solutions and cloud-based solutions. The Principal Engineer has the skills necessary to plan and manage all phases of work across the team, driving continual improvement, embedding good practices, processes, and methods.  As a Principal Engineer you will be responsible for effective operational IT Service Delivery within your area, ensuring services are managed in accordance with agreed service levels, standards and policies. Working with the DDaT Portfolio team the role will be responsible for the effective planning and delivery of the Projects within your area, ensuring alignment to the agreed organisational priorities and adherence to the agreed project delivery and assurance framework.  The role will be responsible for the day-to-day management of the teams within your area to ensure they have the resources and capabilities required and are working in collaboration with colleagues across the department to enable effective IT Service Delivery across operational services and projects. They will liaise with senior stakeholders across the wider University and DDaT, being responsible for the Service Delivery, design, implementation and development of policies and processes within their functional area.  Working closely with your Head of Department and in collaboration with the Business Engagement, Architecture and Portfolio Management functions, you will represent your technology area to play an integral part in shaping the strategic technology, IT Service Management and project delivery roadmaps. |

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| **Source and nature of management provided** |
| Head of Platforms & Applications |
| **Staff management responsibility** |
| The postholder will have line management responsibility the teams within their functional area of Delivery & Operations up to c10 staff in total.  Management of any contract or causal staff working within their team.  The postholder will ensure appropriate professional and technical development of the staff within the teams within their functional area of Delivery & Operations. |

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| **Special conditions** |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities.  This post may be identified as one requiring the post holder to work outside of the standard university hours, including evenings or weekends. Reasonable notice will be given should this become a requirement of the role.  Annual leave may be restricted during peak workload periods. |

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| **Main duties and responsibilities** | |
| **1** | **DDaT Management Team:**   * Proactive, supportive member of the DDaT Management Team within Delivery & Operations and across DDaT. * Work with their ‘Head of’ to maintain plans, polices and improvements to learning and development plans supporting the development of growth and personal development opportunities for their area. * Work with the Portfolio Management Team to ensure good understanding of, and alignment with the delivery portfolio. * Responsible for the performance of their team, ensuring effective IT Service Delivery of projects, small works and support, working in line with the agreed DDaT service definitions and standards. * Play a key role in shaping, implementing and in the adoption of changes to DDaT’s operating model or organisational structures. * Under a matrix structure, contribute to the line management of all members of their team, to develop their skills and maximise their outputs both individually and collectively. In particular, support DDaT team members to develop excellent business facing skills, improving the DDaT partnering approach. * Lead, manage and ensure the development of staff within their teams as appropriate coaching and motivating, and inspiring them to perform at their best. * Support DDaT HR activity including recruitment panels, grievance reviews and restoring efficiency activity when required. |
| **2** | **Service/Project Delivery:**   * Responsible for the effective day-to-day IT Service Delivery within their functional area. * Responsible for the IT Service Delivery policies, standards, processes and support documentation for their team, ensuring they are compliant and align to other DDaT and wider organisational policies and processes. * Work closely and collaboratively with other Principal Service Manager, Developers and Engineers as well as project and delivery managers to ensure awareness and alignment of all work, progress and priorities. * Ensure escalation and establish wider visibility and awareness of any service or delivery risks and issues. * Responsible for ensuring all work, such as changes, incident and service requests follow the agreed DDaT processes. * Responsible for ensuring excellent customer service is delivered at all points of service delivery. * Responsible for working closely with the Project and Portfolio Delivery Team to ensure that all new and changed services are smoothly and effectively transitioned into operational support. |
| **3** | **Technology:**   * Working with the architecture function and to agreed standards, the role is responsible for the configuration, support and maintenance of the IT services within their given technology area. * Responsible as the primary ‘Technical Service Owner’ for the IT services within their given technology area. * Responsible for representing at Technical Design Authority (TDA) as a subject matter expert in your field helping to propose, design and present solutions as well as provide scrutiny and feedback on all proposals handled through TDA. * Responsible for ensuring and embedding appropriate and agreed IT Service Management and Engineering Lifecycle standards and processes as defined by the architecture function. |
| **4** | **Projects Portfolio/Delivery:**   * Work collaboratively with the Portfolio Delivery Team to plan the effective delivery of projects within their team, ensuring there is cohesion across the wider Delivery and Operations function. * Accountable for the performance of their team in the effective delivery of projects and small works, in line with the agreed DDaT Portfolio Delivery Plans. * Act as the initial point of escalation and resolution for their team and the Portfolio Delivery team around the delivery, resourcing or performance issues relating to your team, supporting the Portfolio Delivery Team to resolving project delivery issues, unblocking where possible and escalating to the Portfolio Delivery Team and their ‘Head of’ where appropriate. * Work closely with the Portfolio Delivery Team to plan and manage resource and staffing levels required for the delivery of the agreed projects portfolio. * Act as Project Sponsor or Project Lead on technology within their specialist area. * Work with the Portfolio Delivery Team to ensure the smooth and effective service transition of projects into operational support. |
| **5** | **Supplier Management:**   * Responsible for working with their respective ‘Head of’ to effectively manage relationships with vendors and suppliers of IT services within their area, holding regular service reviews and leveraging contracts to ensure value and quality. * Responsible for the day-to-day management of any suppliers, consultants or contractors that are appointed within your area, ensuring they are working in accordance with DDaT and wider University policies and procedures. * Identify and assess new technology vendors and suppliers using University procurement processes, helping to develop tenders and review submissions. |
| **6** | **Budget & Risk Management:**   * Responsible for providing their with their ‘Head of’ and DDaT Finance Team with accurate, effective, and timely budget planning information for their area, ensuring adherence to financial guidelines and reporting on spending and cost-saving achievements. * Identify potential procurement risks and develop contingency plans within their area to minimize disruptions to IT operations and projects. |
| **7** | **Relationships**   * Be the technical subject matter expert on their area of technical engineering responsibility. * Be an advocate and play their part in managing and enhancing relationships between IT and key University stakeholders. * Build strong relationships across the DDaT Management Team and colleagues across DDaT. * Build strong relationships with key stakeholders across the University, helping to embed the DDaT operating model and ensuring alignment of service delivery. * Build relationships with their peers in other Universities to identify best practice and explore relevance to DDaT. |
| **8** | **Leadership and Team Management:**   * Lead and develop a high-performing team, providing guidance, coaching, mentoring, and training for their team to enhance skills and capabilities. * Foster a collaborative and supportive team culture that promotes innovation, accountability, and continuous improvement. * Set performance goals for their team members, conduct regular performance evaluations, and provide constructive feedback. * Take responsibility for recruitment within their team, in collaboration with the DDaT Central Office * Drive a culture of innovation, continuous improvement and digital mindset that encourages and supports a high level of professional development and personal responsibility. |
| **9** | **General**   * Member of the DDaT Management Team. * Attend, advise, and chair meetings as directed by their ‘Head of’. * Undertake any other activities assigned from time to time by their ‘Head of’*.* * Occasional travel may be required, for example to user groups or conferences. * In undertaking these responsibilities, the post holder can delegate responsibility, but not accountability, for specific functions to other individuals within their team. * The post holder is required to always follow University policies and procedures and take account of UoB guidance. |
| **Commitment to the University’s Effective Behaviours Framework**  As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | X |  |
| Business Relationship Management qualification |  | X |
| ITIL Foundation Level Qualification | X |  |
| Professional project management qualification (e.g., PRINCE2 foundation or equivalent) |  | X |
| Formal qualifications, certification or extensive experience in software development or system engineering | X |  |
| ILM (Level 3) Qualification or equivalent leadership and management experience | X |  |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of leading a software engineering team ideally in an academic environment | X |  |
| Experience of building sustainable relationships across key IT and University wide stakeholders | X |  |
| Broad and deep knowledge of current IT technologies and their application in a Higher Education context | X |  |
| Knowledge of IT Service Management principles and experience | X |  |
| Experience of working at a strategic level in a technology environment |  | X |
| Proven experience of supervising or managing and developing an effective team in a complex environment | X |  |
| Experience of developing and improving business processes, using a broad and deep technical knowledge to identify alternative technical and procedural solutions to meet business need | X |  |
| Experience of designing, developing and delivering high quality, secure IT systems and services | X |  |
| Experience of IT Project Management methods |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Ability to assign, delegate and direct the work of others | X |  |
| Ability to set standards and measure performance and service effectiveness | X |  |
| Strong influencing and negotiating skills | X |  |
| Strong written and verbal communication skills | X |  |
| Ability to work with HE staffs at all levels including senior managers | X |  |
| Excellent reasoning and analytical abilities | X |  |
| Ability to listen, define, write, explain, and interpret ideas, strategies, and policies | X |  |
| Ability to inform and consult with both staff and customers | X |  |
| Ability to deal with confidential and sensitive information with tact and discretion | X |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. They do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**   * Willing and able to assess and apply own skills, abilities, and experience. * Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**   * Providing the best quality service to all students and staff and to external customers e.g., clients, suppliers. * Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**   * Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. * Identifying opportunities for innovation. |
| **Embracing change:**   * Adjusting to unfamiliar situations, demands and changing roles. * Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**   * Making effective use of available resources including people, information, networks, and budgets. * Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**   * Seeing the work that you do in the context of the bigger picture e.g., in the context of what the University/other departments are striving to achieve and taking a long-term view. * Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**   * Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills, and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**   * Working co-operatively with others in order to achieve objectives. * Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**   * Planning and organising workloads to ensure that deadlines are met within resource constraints. * Consistently meeting objectives and success criteria. |