

# Software and Development Manager - Enterprise Systems

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

**Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.**

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

**Together with our supporters, we're working towards a world where dementia no longer devastates lives.**

# Our values

**Our values tell everyone who we are as an organisation.**

**Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.**

**Our values are evident in everything we do, how we do it and how we work together.**

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



## **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



## **Trusted expert**

We're listening, we're learning and we use experience and evidence.



## **Better together**

We're open, we combine our strengths and we achieve more together.



## **Compassionate**

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Software and Development Manager - Enterprise Systems

## Position in the organisation

Reports to the Head of IT.

Line Manages the development teams.

Member of our IT Management team.

Part of our Technology directorate.

## Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The role of Software and Development Manager - Enterprise Systems is critical to the success of our planned development roadmaps. This is a highly technical role that will also look to support and improve existing services and ways of working in line with good practice.

Our Salesforce platform provides our line of business services that supports service users and staff working to support those affected by and living with dementia.

You will manage the demand for new applications and improvements assessing requirements and will also manage other platforms such as SharePoint. Taking a Security First approach and working closely with Product Owners you will manage the Software Delivery Life Cycle and ensure that development teams are appropriately resourced and are focussed on value outcomes.

The role will work closely with our IT delivery teams including Information Security, Architecture, Testing and Data teams to ensure that our services meet standards and compliance and meet the expectations of our stakeholders.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

## Key accountabilities and responsibilities

This role aligns with SFIA 9 level 6 DLMG (Systems Development Management).

Duties will include:

- Managing the development team(s) to ensure value outcomes.
- Managing development strategies, methods and tooling.
- Aligning systems development activity and deliverables with architectures and standards and ensuring quality, security and privacy are built in.
- Developing roadmaps to communicate systems development plans.
- Planning and estimating work, identifying, allocating and managing resources and how demand will be met with a supply capacity.

- Continuous improvement to refine and optimise systems development processes.
- Ensuring systems development work meets the required quality standards.
- Managing testing demand with the Test Manager.
- Responsible for release and deployment management.
- Developing platform vendor relationships.
- Aligning processes with ITIL v4 Framework.

## We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

## Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Strong background in software and data architecture development	A
Managing development teams across Enterprise Platforms	A
Working with and managing SDLC (Software Delivery Life Cycle)	A
Robust release and deployment methodology	A
Aligning systems development activity and deliverables with standards and architecture plans.	A
Development of CI/CD pipelines	A

Working with Agile methodologies	A
Developing roadmaps and reporting to change management boards	A
Planning and estimating work (Demand Management)	A
Knowledge of Apex development	A
Experience of Salesforce Experience Cloud or Not for Profit Cloud	A
Knowledge of API integrations, including Apex REST Webservices, and use of SAML/OAuth/Connected Apps for secure integration with third-party applications and services.	I
Experience of ITIL v4 processes	I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	I
Be a self-starter and incredibly motivated.	I
Excellent organisational and timekeeping skills.	I
Excellent attention to detail.	I
Non-judgemental communication.	I
Commitment to and understanding of equal opportunities.	I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

*Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)*

# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependents

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave