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| **Directorate:** | Technology and Innovation |
| **Job Title:** | Lead Application Operations Engineer |
| **Grade:** | SEO |
| **Location:** | Liverpool or Darlington. Flexible / hybrid working available. |
| **Reports to Post No / Title:** | Service Owner (initially, may change as a result of the target operating model) |
| **Line Management:** | [x]  Yes [ ]  No (future, not immediately) |
| **Security Clearance level required:** | SC |

**Job Description**

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| **About the Department**DBS was established under the Protection of Freedoms Act 2012 on 1 December 2012, working from two sites, which are Liverpool and Darlington. We operate on behalf of government delivering Disclosure functions in England, Wales, Jersey, Guernsey and the Isle of Man, and Barring functions for England, Wales, and Northern Ireland. We function within a framework of legal and regulatory requirements and that includes work with a range of external organisations including other government departments, regulators, and trade bodies. We provide a service that enables organisations in the public, private and voluntary sectors to make better informed, safer recruitment and other decisions. We do this by providing information to enable them to determine whether individuals are unsuitable or unable to undertake certain work, particularly with occupations involving regular contact with vulnerable groups, including children.**Our Strategy**Our current Strategy sets out our purpose, vision, and the impacts we want to achieve. Our strategy was co-created with our staff and has been supported by insight from our various partners, and throughout, you will find our ambitions to be achieved. Everything that we do within DBS, from developing our strategic intent, to the day-to-day operational delivery of our services, is underpinned by constant considerations of safeguarding, quality, sustainability, value for money, and diversity and inclusion. Our strategic objectives aim to enhance our effectiveness, influence, and customer satisfaction while fostering a supportive environment for everyone.**Equality, Diversion, and Inclusion at DBS**DBS is committed to fostering an environment that values individual differences and ensures fair treatment to unlock the full potential of staff and better support customers. Equality, diversity, and inclusion (EDI) are core to driving organisational success and we have developed specific equality objectives for DBS. Every decision and activity will be considered through an EDI lens, aiming to build an inclusive culture, improve policies and practices, gain external assurances, and become a leading voice of good practice in EDI. **Read More**For further information, please see below for a collection of DBS strategies and business plans:* [DBS strategies - GOV.UK](https://www.gov.uk/government/collections/dbs-strategies?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=19e5fcdb-0281-4641-ad00-06ab0c1ca92c&utm_content=immediately)
* [DBS business plans - GOV.UK](https://www.gov.uk/government/collections/dbs-business-plans?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=f96f18a1-333e-41b5-9c1f-6d9c4161b024&utm_content=immediately)
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| **Job Purpose:**The Lead Application Operations Engineer defines the application strategy and the strategy for security administration for one or a suite of applications.You will ensure in scope application(s) are performing to the required standards and identify changes that need to be put in place.Provide / ensure effective development, support, management and maintenance of the in scope application(s).  |

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| **Corporate Duties:**You will:* be responsible for the successful operation and continuous improvement of the in scope application(s)
* develop the roadmap for the application(s) ensuring it is aligned to the roadmap for the services being supported by the application
* articulate how the application(s) will deliver and evolve to meet the needs of the DBS products (DBS checks and barred lists)
* operate at scale and support multidisciplinary stakeholders
* ensure the necessary business processes are followed
* participate in the governance of the application(s) and associated services
* ensure the application develops in line with the approved application roadmap
* communicate the benefits and performance of the application(s) in scope
* matrix management of a multidisciplinary team
* collaborate with other Lead Application Operations Engineers, Service Owners, DBS product managers, devops teams, functional leads and other stakeholders to ensure seamless delivery of end to end services.
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**Success Profiles**

During the application for this role, we will be using the Civil Service Success Profiles:

You may find it helpful to read through Success Profiles online:

<https://www.gov.uk/government/publications/success-profiles>

The page contains various links which sets out the five elements of the Success Profile.



**Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** |
| **ABILITY**  | **Asset and configuration management:** involves managing the life cycle of IT assets, such as hardware, software, intellectual property, licences and warranties, the configuration of components, and the relationships between them. Consideration is given to the usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the IT asset portfolio.Working level: You can: * maintain secure configuration and accurate information;
* control IT assets in one or more areas;
* verify the location and state of IT assets

**Availability and capacity management:** involves ensuring services are available with as little downtime or disruption as possible, and that we have sufficient resources to support emerging business needs.Working level: You can: * manage service components to ensure they meet business needs and key performance indicators (KPIs)

**Change management:** involves managing changes to services, organisations, suppliers or configuration items, and the associated documentation.Practitioner level: You can: * manage high impact, complex change requests
* ensure that release policies, procedures and processes are applied

**Continual service improvement**Working level: You can:* identify process optimisation opportunities with guidance, and contribute to the implementation of proposed solutions

**Incident management:** involves coordinating the response to incident reports, ensuring effective prioritisation, investigation and resolution.Practitioner level: You can: * lead the investigation and resolution of incidents

**Ownership and initiative**Practitioner level: You can:* take accountability for issues that occur and be proactive in searching for potential problems;
* achieve excellent user outcomes

**Problem management:** involves anticipating and identifying problems in systems, processes or services, and ensuring appropriate solutions are implemented.Working level: You can:* initiate and monitor actions to investigate patterns and trends to resolve problems;
* effectively consult specialists where required;
* determine the appropriate resolution and assist with its implementation;
* determine preventative measures

**Service Focus:** IT service delivery involves overseeing the whole service life cycle, including the design, development, deployment and operation of a service.Working level: You can:* take inputs and establish coherent frameworks that work

**Service management framework knowledge:** IT service management involves identifying, prioritising and implementing IT services, ensuring the organisation gets maximum value for money.Working level: You can:* show you have a Level 3 service management framework qualification;
* demonstrate knowledge of the life cycle or capability elements of ITIL (Information Technology Infrastructure Library)

**Technical specialism:**Practitioner level: You can:* draft and maintain procedures and documentation;
* set standards for the definition, security and integrity of objects, and ensure conformity to these standards

**Technical understanding:**Working level: You can:* understand the core technical concepts related to the role, and apply them with guidance

**Testing:** involves ensuring that requirements have been fully met by using appropriate tools and techniques to verify that a product or service works.Practitioner level: You can:* manage the planning of system and acceptance tests, co-ordinating both functional and non-functional specifications;
* provide authoritative advice and guidance on test planning;
* identify process improvements and contribute to the definition of best practice

**User focus:** involves understanding the user needs to develop a detailed understanding of the problems that need to be solved.Practitioner level: You can:* collaborate with user researchers and can represent users internally;
* explain the difference between user needs and the desires of the user;
* champion user research to focus on all users;
* prioritise and define approaches to understand the user story, guiding others in doing so;
* offer recommendations on the best tools and methods to use
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| **EXPERIENCE** | Developing and maintaining application roadmapsApplication lifecycle managementAgile ways of working | Devops |
| **TECHNICAL** | Sound knowledge of SAAS and cloud-based applications generally Specific technical understanding of the technologies in scope of the role. |  |

**Behaviour Profile**

The Civil Service has defined a set of behaviours that, when demonstrated, are associated with job success. For this role you should demonstrate the following Civil Service Behaviours (Delete as Appropriate as the below table is an overview of each behaviour and the respective definitions.)

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| **Making Effective Decisions**  | Use evidence and knowledge to support accurate, expert decisions and advice. Carefully consider alternative options, implications and risks of decisions.  |
| **Working Together** | Form effective partnerships and relationships with people both internally and externally, from a range of diverse backgrounds, sharing information, resources and support. |
| **Changing & Improving** | Seek out opportunities to create effective change and suggest innovative ideas for improvement. Review ways of working, including seeking and providing feedback. |
| **Managing a Quality Service** | Deliver service objectives with professional excellence, expertise and efficiency, taking account of diverse customer needs |

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