

Isle of Man Civil Service Job Description	
Date changed:	08 May 2025
Job Title:	Senior Architect - Development
Grade:	Individual Contract: 18 Month Fixed Term
Department:	Cabinet Office
Division:	Government Technology Services
Location:	Markwell House 4 th Floor and home working
Responsible To:	Head of Digital Transformation
Resources Managed:	NA

Job Purpose	<p>Main Duties and Key Accountabilities</p> <p>The purpose of this to ensure customer focus and compliance to corporate and industry best practice and standards in the design, build, continual improvement and support of public facing digital services for the Isle of Man Government.</p> <p>Taking responsibility for software development across all stages and iterations the post holder will drive business improvement and benefit realisation through the creation of online solutions in close working partnership with customers and departments.</p> <p>Duties will include:</p> <ul style="list-style-type: none"> • Create development strategy and product roadmap for Government’s new common service portfolio • Lead the implementation of an API Gateway for Government services • Development of complex applications and strategic projects • Ensuring that appropriate software development methods, tools and techniques are used and there is compliance with Industry best practice and GTS policies and standards • Coaching and mentoring colleagues providing expert advice on the software development programming methods, tools and/or standards used in the organisation • Using appropriate testing techniques to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors. • Working to embed the use of software tools to automate, or assist, with the testing and release processes across all or part of the testing lifecycle <p>The post holder will be expected to have experience of different development approaches e.g. iterative/ incremental methodologies (Agile, XP, TDD, SCRUM) or traditional sequential methodologies (Waterfall or V-Model).</p> <p>The post holder will be expected to have knowledge of, or be prepared to gain the necessary understanding of, the following:</p> <ul style="list-style-type: none"> • a DevOps approach where development and operational staff work collaboratively • knowledge of the IT/IS infrastructure and the IT applications and service processes used within Isle of Man Government • security threats and vulnerabilities associated with system hardware, software and other infrastructure components, and the relevant strategies, controls and activities to prevent, mitigate, detect and resolve security incidents
--------------------	--

Main Activities	<p>Programming/Software development</p> <p>Takes technical responsibility across all stages and iterations of software development. Plans and drives software construction activities.</p>
------------------------	---

Measures and monitors the application of project/team standards for software construction including software security.

Adopts and adapts appropriate software development methods, tools and techniques, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. May provide expert advice on the software development programming methods, tools and/or standards used in the organisation.

Contributes to the development of organisational policies, standards and guidelines for software development.

Applications support

Provides oversight of, and technical expertise to, routine and non-routine applications maintenance tasks.

Applies comprehensive technical, and applications, knowledge and expertise to investigate, identify and resolves issues, incidents and problems.

Ensures that requests for support are dealt with according to agreed standards and procedures. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to.

Initiates action, by systems development staff or software suppliers, on the development of system enhancements to overcome known problems or further fulfil user requirements.

Ensures that users and other interested parties are kept informed of progress, that escalated requests receive priority attention, and corrective action is taken to avoid or minimise delays.

Dev Ops

Takes a collaborative approach using agile practices, processes, and procedures to facilitate rapid IT service and product delivery.

Emphasises people (and culture) and seeks to improve collaboration between development (Dev) and operations (Ops) teams with the aim of shortening the systems development life cycle to provide continuous release of high-quality software.

Performance management

Manages, supports and guides the work of a development team in line with GTS and Isle of Man Government standards.

Allocates responsibilities, including supervisory and assigns packages of work to groups of staff. Ensures that work packages are aligned with the particular skills and abilities of teams. Supports teams in the delivery of work packages. Delegates work to individuals and teams, taking full account of skills and capabilities.

Integrates staff into teams to perform packages of work, taking account of individual and team capabilities. Consider the importance of skill mix within teams. Is sensitive towards team dynamics.

Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Collects data on the performance of groups of staff. Gives regular feedback to teams and senior staff as to team performance on work packages.

Conducts formal appraisals of the performance of team members. Facilitates a dialogue with team members about expectations, progress, performance and development needs. Participates, as appropriate, in formal processes such as compensation negotiations, grievance procedures, and disciplinary procedures.

	<p>Facilitates effective working relationships within and between teams of staff. Motivates groups of staff and teams towards a high level of performance. Engages with, and empowers, groups of staff. Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.</p> <p>Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Provides mentoring to support professional development. In order to develop others and appraise performance. Understands link between professional development and performance management.</p> <p>Manages teams involved in significant transformation projects and/or during times of change, aligning change programmes with staff skills and capabilities. Supports staff, through difficult and challenging change programmes.</p>
Management of Staff and Resources	NA
Other Information	<p>All members of the Division are accountable for the responsible handling of Government Information as defined by Government and Divisional policies, procedures and guidelines.</p> <p>Any officer who knows of or suspects a breach of information systems security must report the facts immediately to the Information Security Officer.</p> <p>This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This role description will be reviewed as necessary to reflect the future requirements of the GTS and the Cabinet Office.</p>
Performance Management & Improvement	All Civil Servants have a personal responsibility for performance management, and their own personal development. The role holder will also be expected to contribute fully to performance reviews.
Reporting Framework	The role holder reports to Head of Delivery
Management Authority under relevant procedures	<p>The delegation of Management Authority for Officers within GTS has been granted by the Executive Director of GTS and:</p> <ul style="list-style-type: none"> • is to be exercised in respect of the staff within their individual span of control • is applied with the express agreement of the Executive Director of GTS <p>Disciplinary Procedure</p> <ul style="list-style-type: none"> • Oral Warning <i>D400 and above</i> • Written Warning <i>D400 and above</i> • Final Written Warning <i>D600 and above</i> • Suspension <i>D600 and above</i> <p>Capability Procedure</p> <ul style="list-style-type: none"> • Oral Warning <i>D400 and above</i> • Written Warning <i>D400 and above</i> • Final Written Warning <i>D600 and above</i> • Suspension <i>D600 and above</i> <p>Grievance Procedure</p> <ul style="list-style-type: none"> • Stage 1 <i>D400 and above</i>

	<ul style="list-style-type: none"> • Stage 2 • Stage 3 	<p><i>D500 and above</i></p> <p><i>D600 and above</i></p>
Integrity	All staff of the Cabinet Office are expected to recognise that the everyday business of the Cabinet Office requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Government and client information and ensure the protection of the international reputation of the Isle of Man.	
Health & Safety	It is the duty of every employee to take reasonable care for the Health & Safety of himself and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Regulations. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.	

Core behavioural skills	Collaboration & communication	Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives. Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. Leads on user/customer and group collaboration throughout all stages of work.
	Creativity & problem solving	Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
	Decision making	Makes decisions which influence the success of projects and team objectives. Engages or works with security and ethics specialists as necessary.
	Delegation	Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Has significant influence over the allocation and management of resources appropriate to given assignments.
	Learning & professional development	Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply. Takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.
	Planning & execution	Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. Performs an extensive range and variety of complex and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Advises on the available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. Understands and evaluates the organisational impact of new technologies and digital practices. Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.
	Leadership	Implements and executes policies aligned to strategic plans. Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continuous operational improvement. Contributes to the security and ethics culture of the organisation and proactively ensures implementation in area of

		responsibility. Assesses and evaluates risk. Takes all requirements into account when making proposals. Coaches and mentors colleagues in area of responsibility.
--	--	---

Levels of responsibility

Responsibility Levels	Autonomy Level 5	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
	Influence Level 5	Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.
	Complexity Level 5	Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.
	Knowledge Level 5	Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply. Takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.
	Business Skills Level 5	Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continuous operational improvement. Contributes to the security and ethics culture of the organisation and proactively ensures implementation in area of responsibility. Assesses and evaluates risk. Takes all requirements into account when making proposals. Coaches and mentors colleagues in area of responsibility. Engages or works with security and ethics specialists as necessary. Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. Understands and evaluates the organisational impact of new technologies and digital services. Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.

Attributes	Essential or Desirable	Method of Assessment
Credibility		
Higher education qualification in an ICT or related subject	D	CV, Interview
Experience building web-based services	E	CV, Interview
Experience maintaining and enhancing existing code bases	E	CV, Interview
Proficiency in web technologies and understanding how to create for the web with experience in frameworks for building web-based services.	E	CV, Interview
Expertise in Web protocols and front-end development that includes experience working with most of the following: <ul style="list-style-type: none"> • HTML • CSS • JavaScript • .NET framework or similar web-oriented stack • C# or a similar language • Rest API's 	E	CV, Interview
Experience of source code management and version control.	E	CV, Interview
Familiar with the following: <ul style="list-style-type: none"> • Test Driven Development • Git Hub • Automated UI testing 	D	Interview
Experience with the following: <ul style="list-style-type: none"> • SQL • IIS • Azure DevOps • Microsoft Power Platform • Agile approach to development • SCRUM methodology • Test Driven Development • PowerShell 	D	Interview
Familiar with the General Data Protection Regulation and a good understanding of information security needs for online systems	E	Interview
Can give examples of managing own work and others to deliver desired outcomes.	E	Interview
Can demonstrate an ability to tackle and resolve complex issues.	E	Interview
Considers the impact of their actions on others and confidently manage challenging conversations with team and customers to achieve positive outcomes.	E	Interview

Capability		
Can demonstrate an ability to analyse problems and escalate issues appropriately.	E	CV, Interview
A good communicator who can present complex information simply and without jargon to others.	E	Interview
Organised and careful planner who can show they are comfortable prioritising work for themselves and others.	E	Interview
Can provide evidence of working collaboratively to deliver solutions that meet customer needs.	E	Interview
Enjoys learning new things and can demonstrate enthusiasm toward software development and related processes	E	Interview
Makes timely and sensible decisions, taking action within their level of authority, to meet customer needs	E	Interview
Character		
Likes to be involved and seeks to improve environment and processes, consistently thinks about ways to make things better for the customer.	E	Interview
Takes responsibility for quality of own work and that of the team. Promotes learning and collaboration between co-workers to achieve objectives.	E	Interview
Will deliver on promises made, and produce work that is accurate and relevant	E	Interview
Understands the importance of their role in representing GTS to customers and suppliers	E	Interview
Able to use personal experience and knowledge to assess the best course of action and act with confidence in their own ability and that of the team.	E	Interview
Work in an organised way, creating confidence in their ability to manage effectively and complete key tasks	E	Interview
Other Requirements		
IoM worker	D	CV and Pre-employment checks
Security Clearance is necessary for this role	E	Pre-employment checks