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| **JOB DESCRIPTION** |
| **Job title:** | Software Team Lead |
| **Team/Department:** | CLEO |
| **Location:** | Remote hybrid (with occasional travel to Ashford Kent) |
| **Hours of work:** | 37.5 hours (plus systems-out-of-hours on-call) |
| **Job title the post holder will report to:** | Software Development Manager  |
| **Job titles reporting to the post holder:** | None |
| **Date the role profile was revised:** | June 24 |
| **JOB PURPOSE**As a Lead Software Developer, your primary mission is to lead and guide the development and optimization of Cleo Systems' software solutions while managing and mentoring a team of developers. You will play a critical role in designing, developing, and maintaining high-performance applications that are vital to our business operations.Your responsibilities include architecting and developing complex backend systems, ensuring seamless integration with databases, APIs, and other critical components. You will take the lead in optimizing application performance, maintaining data integrity, and fortifying security measures to protect sensitive information.Moreover, you will actively collaborate with cross-functional teams to define architecture, interfaces, and data models, ensuring alignment with project requirements and overall business objectives. Your in-depth knowledge of .NET technologies will enable you to craft maintainable and extensible code that promotes reusability and scalability. You will contribute to front-end development tasks, ensuring a seamless end-to-end user experience, and stay current with industry best practices and technological advancements.In addition to your technical responsibilities, you will also manage and mentor a team of developers, conducting 1:1s, fostering their growth and expertise, and ensuring effective communication and collaboration within the team. Your leadership and experience will be instrumental in elevating our development practices, driving innovation, and ensuring the successful delivery of mission-critical applications that align with Cleo Systems' overarching goals.  |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES*** Lead and guide the design, development, and optimization of critical software solutions, ensuring high-performance and efficient applications.
* Architect and develop complex systems, integrating databases, APIs, and other components seamlessly to deliver reliable and scalable software.
* Optimize application performance, uphold data integrity, and enhance security measures to safeguard sensitive information.
* Collaborate actively with cross-functional teams to define architecture, interfaces, and data models, ensuring alignment with project requirements and organizational objectives.
* Ensure data integrity and accuracy, particularly in critical data records, by implementing rigorous data validation and quality control measures and proactively resolving data-related issues.
* Contribute to front-end development tasks, ensuring a seamless end-to-end user experience and user-friendly interfaces.
* Stay current with industry best practices, technological advancements, and relevant guidelines to evolve software development effectively, aligning with the organization's evolving needs and standards.
* Take accountability for the performance, reliability, and security of software systems, ensuring timely issue resolution and preventing disruptions.
* Establish and maintain comprehensive documentation practices, fostering effective knowledge sharing within the development team and across relevant departments.
* Provide leadership and mentorship to junior team members, fostering their growth, expertise, and productivity.
* Conduct 1:1 meetings with team members, providing guidance, support, and performance feedback to ensure continuous development and engagement.
* Drive innovation within the team, encouraging the adoption of new technologies and methodologies to improve development practices and outcomes.
* Ensure effective communication and collaboration within the team and with other stakeholders to support project goals and organizational objectives.
* Be an evangelist for agile ways of working.
* Undertake On-call sessions defined in the IT out of hours on call rota.
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| **COMMUNICATION AND KEY WORKING RELATIONSHIPS** The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. |
| **ENVIRONMENT**CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/).  |
| **HEALTH AND SAFETY**The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.All ColleaguesYou have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.ManagersYou must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks. DirectorsYou must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. |
| **EQUALITY AND DIVERSITY**CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.  |
| **INFORMATION GOVERNANCE** Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS** We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check. This post has been assessed as requiring a basic DBS check.  |
| **REHABILITATION OF OFFENDERS ACT 1974**Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent. This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions. |
| **PERFORMANCE AND DEVELOPMENT REVIEW**This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. |
| **VARIATIONS**This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.  |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | Educated to degree level or equivalent professional experience |  |  |
| **Experience** | 8+ years’ experience as a Software Developer2+ years’ leadership experienceSound knowledge and understanding of C# and the .NET Framework, and experience of TDD and Unit Testing (using NUnit or similar)Sound knowledge and experience of development of Web Services using WCF and WebAPI (SOAP & REST)Sound knowledge of design patterns and practices such as OOP, MVC, CI and CDUse of ALM toolsets such as JIRA, & Github for work item tracking, source control and continuous integration.Sound knowledge and understanding of Web technologies, specifically HTML5, JavaScriptExperience in integrating with 3rd party solutions via API libraries, messaging, and\or web servicesProficient in MSSQL database management, including schema development, using comparison tools, and script creation. Experienced in SPROC analysis and optimization | Knowledge of defensive coding techniques and security concepts such as OWASPKnowledge of CI/CD using tools such as Git, OctopusKnowledge of the Health Level 7 (HL7) messaging standardsExperience in leveraging Federated Authorisation using OAuth using OpenID, ADFS or similarGood knowledge of Windows Server and related components such as IISExperienced in applying advanced design patterns such as Microservices and Domain Driven DesignSkilled in modern JavaScript frameworks, including React or Vue.js, with a strong ability to build dynamic, responsive web applicationsExperienced in leveraging AWS services (EC2, S3, RDS, Lambda) for scalable cloud solutions, proficient in CloudFormation for infrastructure management, and skilled in implementing AWS security measures |  |
| **General** | A passion for Software Development with an eye for detailSkilled in application or web development using suitable IDE and programming languageAbility to work to tight deadlinesExcellent planning skillsAbility to communicate effectively and clearly with staff at all levels on complex business or clinical processesAbility to learn new technologies and IT systems quickly and through specialist training courses and self-studyAbility to organise own work effectively and work on own initiativeAbility to analyse and resolve complex IT issuesAbility to liaise with stakeholders to understand business processes and requirements in order suggest solutions that offer meaningful improvement and return on investmentProfessional, positive, confident and flexible approach to work and able to work under own initiative, whilst being an effective member of a Multi-disciplinary team Able to establish good working relationships with people at all levelsA determined and self-motivated individualAble to work with a number of Projects within agreed time scalesMentor Junior Developers and other team membersAttention to detail is crucialAbility to innovate and provide functional applications with intuitive interfacesAbility to adapt to rapidly changing business environment which will include learning new technologies | Understands the Data Protection Act and its implications for the holding of patient information |  |