



OPPORTUNITY

Where change gets real.



Reference: 0440-24

Grade: 8

Salary: £37,099 to £45,163, per annum, depending on experience

Contract Type: Permanent

Basis: Full time

Job Description

Job Purpose:

The Digital Services Deployment & Release Manager will oversee the planning, coordination, deployment, and release of application change within the digital services team. The role is crucial to ensuring the smooth delivery of updates and minimising disruption to services. You will actively participate in the deployment and release processes, working closely with colleagues to troubleshoot issues, deploy updates and ensure the overall success of each release.

Working with the wider Digital Services team, the University's Colleges and professional services teams, the post holder will champion deployment and release management best practices whilst fostering a culture of continuous improvement.

Main Duties/Responsibilities

- ▶ Develop and maintain deployment management processes and procedures aligned with ITIL4 best practices.
- ▶ Develop and maintain release management processes and procedures aligned with ITIL4 best practices.
- ▶ Collaborate with application, development, testing, and operations teams to plan release schedules and dependencies.
- ▶ Coordinate release activities, including planning, deployment, and post-release support.
- ▶ Conduct risk assessments and implement mitigation strategies to minimise the impact of deployment and release on production systems.
- ▶ Establish and maintain metrics and KPIs to measure process effectiveness.
- ▶ Communicate schedules, status updates, and potential impacts to stakeholders.
- ▶ Provide guidance and support on deployment and release management practices to project teams and stakeholders.
- ▶ Balance managerial oversight with hands-on involvement in the release process.

Additional responsibilities

- ▶ Continuously improve release management processes based on feedback, lessons learned, and industry best practices.
- ▶ Serve as a subject matter expert on release management practices.
- ▶ Stay updated on emerging technologies and industry trends related to release management.
- ▶ Lead release management training sessions for Digital Services staff and end-users, promoting awareness and understanding of release management principles and their importance in maintaining system stability and reliability.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> Higher Education Qualification. 	Application form.
Experience	<ul style="list-style-type: none"> Proven experience in deployment management, in an IT setting. Proven experience in release management, in an IT setting. Experience of the Tribal SITS Student Management system. Experience of the Tribal SITS upgrade, software update, and project release processes. 	Application form and interview.
Aptitude and skills	<ul style="list-style-type: none"> Credible and engaging. Excellent communication and people skills, with the ability to engage diverse audiences effectively in both face-to-face and online settings. Strong organisational skills with attention to detail and the ability to manage multiple priorities effectively. Strong analytical and problem-solving abilities. Enthusiastic and supportive. Resilient and determined. 	Application form and interview.

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> Degree in Information Technology, Computer Science, or a related field. ITIL Foundation Level. 	Application form.

	Desirable	Method of assessment
	<ul style="list-style-type: none"> • ITIL Practitioner: Release Management. • ITIL Practitioner: Deployment Management. 	
Experience	<ul style="list-style-type: none"> • Experience of working in higher education or similarly complex environment. • Knowledge of digital systems and applications commonly used in a university environment; including but not limited to CelCat, Blackboard, SEATS. • Experience of release management in a variety of contexts including self-hosted, SaaS and PaaS. • Strong understanding of Software Development Life Cycle methodologies and release management best practices. • Experience with release management tools and automation frameworks. 	Application form and interview.

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
Innovation	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59pm on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Lee Boehm

Job Title: Head of Enterprise Applications

Email: l.boehm@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its

Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment.
Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) (“GDPR”). The University’s Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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