Job Description

Job title:	Head of IT Development
Reports to:	Director of Technology
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Head of IT Development you will lead and manage the Software Development and System Testing Teams. At the heart of Accent's change initiatives and continuous improvement work, your team will develop new digital solutions to meet the organisations requirements.
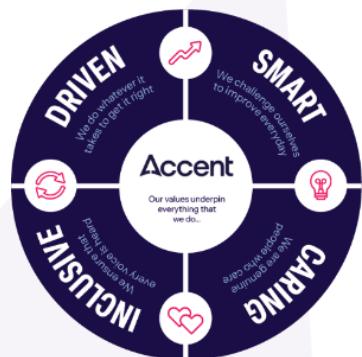
Employing proven methodologies for software development and testing, your team will work develop the software code, system configuration and conduct the testing within the organisation's change portfolio.

Working with 3rd parties you will be responsible for their adherence to Accents methodologies and quality of delivery. You will ensure that the customer is at the heart of delivering you work, codesigning and codeveloping solutions

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers.

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Key Responsibilities and Duties

- Provide vision and direction for software development and testing functions, aligning delivery with organisational goals and IT strategy.
- Develop and maintain Accent's IT Strategy and Enterprise Architecture, ensuring scalability, security, and future readiness
- Define, publish, and enforce development and testing methodologies, ensuring consistency and compliance across all projects
- Establish quality assurance frameworks for software development and testing outputs
- Ensure documentation standards for operational systems, applications, and development processes
- Lead and manage the end-to-end software development lifecycle across internal teams and external partners
- Champion modern development practices (API-first, microservices, secure-by-design, CI/CD) without being overly technical in day-to-day communication.
- Oversee design and deployment of solutions in Azure, ensuring alignment with architectural principles
- Build and lead high-performing teams, fostering a culture of accountability, collaboration, and continuous improvement
- Mentor and develop team members, ensuring succession planning and skills growth
- Act as the professional lead for system development and testing, providing guidance and resolving escalated issues
- Collaborate with business leaders, delivery managers, and external partners to ensure solutions meet business needs and quality standards
- Drive knowledge transfer and alignment with internal standards when working with suppliers
- Be visible in Accent's Offices 1-2 days per week (Bradford)

Key Outcomes:

- All development and testing activities align with Accent's IT strategy and organisational objectives.
- All systems and applications delivered are secure, scalable, maintainable, and meet business requirements
- Development and testing standards are defined, published, and applied across all projects.
- Projects involving system development and testing are delivered on time, within budget, and to agreed quality criteria
- Development and testing teams are high-performing, motivated, and continuously improving.
- Documented policies, processes and methodologies for all IT Development and Testing operations.
- Modern development practices and emerging technologies adopted to enhance delivery and performance
- Services standards and Key Performance Indicators are accurately measured and are met consistently.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Proven ability to lead, mentor, and develop high-performing teams, fostering collaboration and accountability.
- Ability to align software development and testing activities with organisational goals and IT strategy.
- Strong understanding of modern development practices (API-first, microservices, CI/CD) and governance frameworks.
- Knowledge of architectural principles and ability to oversee solution design without direct coding involvement.
- Proven experience of assuring the quality of output from augmented software development and testing teams
- Excellent communication and influencing skills to manage relationships across business and technical teams
- Understanding of security, data protection, and regulatory requirements in system development
- Ability to define KPIs and report on development and testing performance.
- Experience in managing external vendors and ensuring quality alignment with internal standards
- ITIL Version 4 Foundation Certificate

The added extras:

- Experience with Azure and cloud-hosted architectures at a strategic level

- Knowledge of agile delivery and DevOps practices for continuous improvement.

- Ability to identify and introduce new technologies that add business value.

- Experience in developing capability within teams and promoting a culture of learning.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

December 2025