|  |  |
| --- | --- |
| **Role Title** | **Digital Development Officer** |
| **Job Family** | **Corporate Development** |
| **Competency Level** | **Principal Officer** |
| **Pay Range / Scale** | **PO1** |
| **Purpose** | |
| As a Digital Development Officer, you will support on a range of digital projects and service optimisation improvements. You will work with Senior Developers and Developers to help create new solutions and processes, working collaboratively to ensure high quality developments are delivered in line with service and customer goals.  We want to help our residents by making it easy to transact online. We want to build services online that people prefer to use. We need your help to achieve this and to help us to deliver exceptional services online. Along the way, you’ll have the support and training you need. We’ll help you to be at your best, so we can be at ours.    You will actively own development tasks from within in our backlog.  You will be creating products within our existing systems (eg CRM system, websites, forms, designs) to create front end content or forms for customers to complete with workflows or processes to provide our staff with mechanisms to manage requests from customers & residents. You will also maintain, extend and enhance existing processes and solutions.    You’ll thrive using agile methods and enjoy working openly, collaboratively and as part of a multidisciplinary team focused on one or more projects at a time. Above all, you want to make Waltham Forest better, which may sometimes involve challenging the status quo. | |
| **Job-specific Accountabilities** | **End Results/ Outcomes** |
| Development of digital solutions, ensuring all development tasks are delivered at a high quality, on time and provide an excellent customer experience. | Assisting in the development of digital solutions that are intuitive for residents to interact with.  Work closely with the Digital Team, Services, ICT and service teams across the council to identify opportunities, understand business and user requirements and produce technical documentation.  Provide regular and timely updates to management and scrum team.  Reflect with the team to continuously improve and self-learn. |
| Work in agile, collaborative environment to build, deploy, configure, and maintain systems. | Troubleshoot and resolve issues in development and production instances.  Plan and manage development work to agreed timescales.  Have an interest in, understanding of, or experience with Agile Development Methodology. |
| Collaborate with other developers to learn the software development process using a website and forms platforms. | Working with Digital colleagues understand the development process and to develop your understanding and application of our toolkit (i.e. govService, Logic Apps, Drupal CRM, SQL, JavaScript).  Have a keen interest in developing your own skills, learning from your peers and being commitment to continual professional development. |
| Support existing services to troubleshoot issues and provide fixes as required. | Carry out the technical support of the council’s digital services where required; ensuring the smooth operation and availability of the growing range of online services delivered to residents and the general public.  Provide out of hours support if required for critical issues affecting solutions, tools and services.  Other duties as may from time to time be necessary, compatible with the nature of the post. |
| Maintaining and adhere to development standards as agreed by the Senior Developer and wider team. | User best practice, UX, accessibility and development standards when building processes. |
| Ensure any risks and issues potentially impacting work are communicated effectively to appropriate team lead. | Potential risks and issues are identified to relevant team lead and mitigation can be planned. |
| Represent and champion the Digital Team, the excellent work and outcomes it is delivering. | Be a Digital Team advocate on all occasions, positively promoting what they do, how they do it and the outcomes the team is achieving. |
| **Generic Accountabilities** | **End Results/Outcomes** |
| Delivery of projects, support and reviews; leading on specific projects as assigned. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. | Expert advice, information, interpretation and support are provided on the technical / professional issues within the area of responsibility.  Information, advice and support are accurate, timely and constructive.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies. |
| Work closely with others to support/manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision and makes recommendations to developers / senor developers to resolve the issues.  Agreed improvements are developed, delivered and evaluated. |
| Contribute to service / business plans within Digital for area of responsibility and to wider service planning and development activities. | Service / business plans reflect input. |
| Co-operate with and support colleagues. | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| **Nature of Contacts** | |
| Typically involves the Senior Developer, Developers, Digital Support Officers, Content Designers and key service staff across the authority, and external agencies and organisations.  Collaborate with other digital team members for guidance and evaluation.  May involve direct contact with members of the public.  Deal with people at all levels confidently, sensitively and diplomatically. | |
| **Procedural Context** | |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.  Obtain guidance from developers and senior developers regarding quality assurance and standards adherence for service delivery.  Decisions will be made based on Council procedures.  Occasionally the post will be expected to work from other locations.  Day-to-day you will: ·   * Develop quality solutions which are well documented * Attend sprint planning meetings and provide accurate task estimations * Ensure you are aware of the development tasks assigned to you in the current sprint and work to ensure all tasks are completed as expected * Work closely with the Digital scrum team to deliver quality outcomes for each sprint and prioritise work based on importance, feasibility, time required and other factors * Attend stand up meetings and provide updates on progress and blockers * Attend Show & Tell meetings to demo in progress, new and updated services * Test, maintain, upgrade and extend existing functionality, ensuring it is fit for purpose and follows development standards * Support the Digital Support Officer to troubleshoot and problem solve issues with services | |
| **Key Facts and Figures** | |
| Working conditions: Office based / remote working. | |
| **Resourcing** | |
| Budget Responsibilities**:** none  Supervisory Responsibilities: none | |

|  |
| --- |
| **Knowledge, Skills and Experience** |
| **Knowledge, Skills and Experience**   * Understanding digital services and the development of processes (ideally using CRM / CMS systems) * A technical background with some software development skills and interest in developing these further * Experience writing basic queries using database structured query language (SQL) * Good general ICT skills including use of Microsoft Word, PowerPoint, Visio, and Excel * An understanding of software design principles and agile methodology * Experience of using testing to validate solutions * Experience of creating technical documentation * Experienced and skilled at communicating reasoning, ideas and technical problems using non-technical language * The ability to quickly research and learn and apply the basics of new development tools and techniques * Ability to deliver under pressure * Excellent command of the English language, both written and spoken |
| **Indicative Qualifications** |
| Educated to HNC level or equivalent in a computer related subject or equivalent knowledge and experience to demonstrate technical knowledge and ability.  Holds a GSCE in Math and English (C / Grade 4 or above).  Evidence of continuous professional development. |

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.