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| **Role Title** | **Digital Developer** |
| **Job Family** | **Corporate Development** |
| **Competency Level** | **Principal Officer** |
| **Pay Range / Scale** | **PO5** |
| **Purpose** | |
| As a Digital Developer you will work across a range of digital projects and service optimisation improvements. You will set development standards working collaboratively with the digital team and ensure high quality processes; code and integrations are delivered in line with service and customer goals.  You will actively own the development projects in our backlog and those submitted via the pipeline. You will be creating forms within our CRM system (Granicus govService) and integrating into back-office systems such as Civica APP, Whitespace and Northgate to create front end forms for customers to complete which are processed by back-office automation.  Day-to-day you work with the Senior Developer and other Developers to create accessible services by building, adapting and maintaining digital products, solving technical problems and continually looking for ways to improve efficiency and experience using new tools and techniques.  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 council services and digital solutions, ensuring all development tasks are delivered at a high quality, on time and provide an excellent customer experience. | Develop and optimise digital solutions that are intuitive for residents to interact with, accessible and future proofed, taking responsibility for the quality of processes and code released.  Build forms and solutions which integrate to back office applications.  Ensure clear documentation is produced for all services that are built, and that it is kept up to date as services change and are optimised.  Ensure stakeholder requirements are met.  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, which may include software installations, updates, and core services. | Work with development teams to enable a continuous integration environment that sustains high productivity levels and emphasizes defect prevention techniques.  Troubleshoot and resolve issues in development, test and production instances.  Solving problems; debugging; and designing & implementing solutions to complex technical problems.  Have an interest in, understanding of, or experience with Agile Development Methodology. |
| Collaborate with other developers to learn the software development process using a CRM forms platform. | The ability to design and build forms, processes and solutions using the GovService platform or equivalent CRM system and toolset. |
| Support existing services to troubleshoot issues and provide fixes as required. | Provide support to the Digital Support Officer as required to troubleshoot and provide fixes and improvements to existing services.  Provide out of hours support when required for critical issues affecting solutions, tools and services. |
| Maintaining and adhere to development standards as agreed by the Lead Developer and wider team. | User best practice, UX, accessibility and development standards when building processes.  Identify where changes and improvement to these can be made and activity raise with Lead Developer. |
| Assisting in the system development lifecycle for a range of systems / solutions. | The ability to fault find, fix and enhance existing software solutions and provide ideas for improvements and optimsation. |
| 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. |
| Networking with Granicus user community. | Actively participate in external Granicus communities, sharing and re-applying skills and knowledge and best practice. |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the relevant area. | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development within the team.  Customer needs are identified.  Services meet legislative and policy requirements. |
| Research developments in relevant area when assigned. 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.  Management decision making is supported. |
| Work closely with others to support/manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and center of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Delivery of a of projects 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. |
| 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. |

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| ***Nature of Contacts***  Typically involves the Senior Developer, Developers, Digital Support Officers, 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. Works within laid down procedures but needs to deal with day-today problems without always referring to others.  Obtain guidance from 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 * Present ideas for service improvements (customer experience and internal efficiency) by reviewing current services and systems and feeding into the product backlog * 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. |

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| **Resourcing**  Budget Responsibilities**:** None  Supervisory Responsibilities: To mentor an apprentice for some projects |
| **Knowledge, Skills and Experience**   * Expert knowledge and experience developing digital services and processes using a CRM system, ideally GovService software such as customer portal (My Account, CRM (Service), Dashboard, Mobile and Forms, and using APIs to integrate with other applications. * Knowledge of local government applications and their function and remit within the organisation’s architecture * Solid experience using database structured query language (SQL) * Knowledge and experience of javascript, jquery, HTML, CSS, CRM Forms and amazon EC2 * An excellent understanding of API development, documentation and best practices * Knowledge of technologies used to support web applications, including databases, servers and backups * An understanding of how new technologies might solve technical and business problems (cloud computing services, serverless, scaling) * An understanding of software design principles and experience working in an agile environment, having working on projects and services previously as a member of an agile team * Accurate and honest estimating and planning of projects and tasks. Ability to prioritise work based on importance, what’s feasible, time required and other influencing factors * Experience solutionising business requirements to technical deliverables * Experience of using testing to validate solutions * Experienced and skilled at communicating reasoning, ideas and technical problems using non-technical language * Proactive and results-oriented, creative and innovative in finding solutions to complex problems * 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**  Degree or equivalent or vocational qualification in relevant subject or area  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. |