IT Services

Senior Developer / Support Analyst
Job Description and Person Specification

March 2023

Job Description

Job Title:	Senior Developer / Support Analyst
Department:	IT Services
Function:	Web & Digital Development
Team:	
Post number:	S00621/S00622
Grade:	LBR15
Hours/weeks: *E.g. 36 hours/52.14 weeks*	36 hours/52.14 weeks
Base location:	Home / Lynton House
Reports to: *Job title*	Head of Web & Digital Development
Responsible for: *Job titles of direct reports*	Will be responsible for leadership of project teams and the supervision of staff and mentoring of trainees.
Role purpose and role dimensions: *Overview of the job*	The Web & Digital Development team creates and maintains the council's web sites, defining the public presence of Redbridge council. The quality and professionalism of the team's work has an immediate and visible impact on the council's reputation and on its ability to deliver services to the public. Internally the team create and maintain specialist applications and interfaces between third party systems, enabling secure and structured sharing and exploitation of data throughout the council and with our partner agencies The purpose of this role is: 1. Ensuring effective IT web and other application development and support services are delivered to all council users, internal and external. 2. Providing an excellent customer experience for Council technology users, including residents, business, and visitors to the borough. 3. To be a subject matter expert for colleagues on automation, web and digital development.
Key external contacts: *Organisations*	• Vendors and suppliers of IT Systems and equipment. • Stakeholder groups including residents, business representatives, partner groups. • Systems user groups
Key internal contacts: *Job titles or groups of staff*	• Senior Officers, including Directors, Chief Officers, and direct reports. • Internal project stakeholders • Any member of staff
Financial dimensions: *Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.*	None
Key areas for decision making:	• How to implement specific requirements, prioritising activity to deliver highest value success criteria earliest • Analysis of incidents, workaround, and permanent fix • Prioritising activity to resolve incidents and problems in a high demand operational service

Other considerations: *E.g. working patterns*	

Key accountabilities and result areas:	Key elements:
Strategy and Planning	**This will involve:** 1. Planning their own workload. 2. Planning how to approach tasks and projects. 3. To contribute to the development of the council's web and digital strategy. 4. To coach and direct less experienced developers in planning and managing their workload.
Operations and Support	**This will involve:** In the overall context of web and digital systems: • SFIA Application support: Level 5 • SFIA Problem management: Level 4 To deliver effective efficient and resilient IT development and support services to Council & partner colleagues. 1. Resolving customer queries, providing advice guidance and solutions 2. Being available on a rota basis outside of normal working hours in order to help resolve service outages. 3. Successfully resolving ICT incidents, providing workarounds or permanent fixes, taking responsibility for delivering working systems for customers 4. Investigating issues and proactively seeking solutions to resolve those issues and provide an improved customer experience. 5. Developing thorough knowledge of the council's IT infrastructure and software, development tools and techniques and standards used including ITIL. 6. Mentoring and developing IT staff to various ability and skills levels across the service. 7. Managing, monitoring and responding to changes in the technology deployed in the council

Systems and Process Development and Improvement	This will involve: To deliver effective technology led transformation through the successful implementation of IT programmes and projects: • SFIA User experience design: Level 4 • SFIA Programming/software development: Level 5 • SFIA Testing: Level 5 • SFIA Release and deployment: Level 5 1. Participating in Asset, Change, Problem and Knowledge Management processes, identifying trends, and patterns of incidents that require root cause analysis 2. Supervising staff to effectively deliver large scale projects. 3. Delivering projects and programmes to meet corporate objectives within defined success criteria. 4. Development of high quality automation, web, application and associated interface products. 5. Leading or participating in sprint planning, refinement, and retrospective sessions to continuously improve the development process. 6. Coaching, supporting, mentoring and challenging service departments in the application of IT policies and practices, provide advice and guidance on complex IT issues to minimise risk and financial exposure. 7. Delivering IT developments and innovations, shaping and implementing the information technology management and security roadmaps. 8. Ensuring that all relevant legislative requirements are embedded in the development of project and policy work and in all the advice provided to line managers and others.
Communication and Partnership	This will involve: • SFIA Relationship management: Level 4 • SFIA User experience evaluation: Level 4 To liaise and maintain effective working relationships with customer departments and project stakeholders. 1. Ascertaining requirements to ensure effective IT solutions are developed. 2. Delivery of sprint review presentations to project stakeholders. 3. Documenting system designs and products. 4. Working in partnership with other support service departments including Finance, HR and Legal across the full range of work on projects, procedures and policy development.
Performance and Standards	This will involve: • SFIA Methods and tools: Level 5 • SFIA Database design: Level 5 1. Meeting objectives set per project. 2. Meeting targets for resolving problems or user queries allocated from the support desk. 3. Meeting learning objectives set for developing technical skills and knowledge of the local government environment. 4. Maintaining adequate skills and resourcing information to manage effective flow of work and staff knowledge. 5. Maintaining and developing specialist knowledge of IT infrastructure, relevant software tools and products, ITIL and associated services and standards. 6. Ensuring that all relevant legislative requirements are embedded in the development of project and policy work and in all the advice provided to line managers and others.

General accountabilities and responsibilities	
Green Statement	**This will involve:** ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	**This will involve:** ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	**This will involve:** ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	**This will involve:** ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	**This will involve:** ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertaken any appropriate training and to challenge any prejudice and discrimination.
Customer Care	**This will involve:** ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	**This will involve:** ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: ■ Taking responsibility for continuing self-development and participating in training and development activities. ■ Participating in the ongoing development, implementation and monitoring of the service plans. ■ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: ■ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Senior Developer / Support Analyst		
	Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important	**A - I – T**	Weighting
Minimum education/ qualifications:	• Degree or higher education qualification in a relevant discipline, or equivalent experience in a customer facing IT project or programme environment • Professional qualification in IT	A A	2 2
Minimum experience/ knowledge/ skills:	• Substantial development experience at senior specialist level in a large, complex customer-facing organisation. • Experience of alternative approaches to digital development and able to select from these to propose recommended methodologies to the council. • UI Path Robotic Process Automation (RPA) • ASP .NET, C#, object orientated programming, MVC, Razor • HMTL, CSS, Javascript • AJAX, JSON, XML • Database integration using SQL Server • Web Service APIs • Microsoft Power Platform, 365, Sharepoint • Microsoft Dev Ops • Umbraco CMS • Open technology stack • User experience design • Automated testing using Behavioural Driven Development	A – I A - I A – I - T A – I - T A – I – T A – I – T A – I – T A – I A – I A – I A – I A – I A – I A - I	3 3 2 3 3 2 3 2 2 3 2 2 2 2
Minimum competencies: Customer focus	• Proven experience in successfully delivering highly valued customer service to ICT service consumers • Experience of working positively within a diverse organisation • Confident in engaging at all levels of an organisation • Understands the needs and priorities of stakeholders • Ensures all parties are kept up to date with progress	A – I A – I A – I A – I A – I	3 3 3 3 3
Communicating and influencing	• Able to present complex issues to and communicate effectively with a range of audiences • Able to develop and maintain relationships with a range of stakeholders • Ability to present information in a clear, concise manner both written and verbally	A – I A – I A – I	3 3 3

Building relationships, working together and in partnership	• Ability to work in partnership with other professionals and outside agencies • Builds trust and demonstrates integrity in all circumstances	A-I A-I	3 3
Respecting & implementing diversity	• Commitment to promoting diversity in the workplace	A – I	3
Planning, organising & achieving results	• Able to work with autonomy to deliver goals • Adept at conducting research into issues and products • Understand the value of analysis and making difficult decisions under pressure • Ability to understand and interpret risks and issues, prioritising those for review • Keen attention to details and ability to understand complex information in a short period of time	A – I A – I A – I A – I A – I	3 3 3 3 3
Embracing change	• Be flexible and have the ability to adapt to different challenges • Willingness to shift and amend plans in line with corporate priorities • Ability to support and/or manage change in a dynamic and changing environment • Receptive to new ideas, and willing and able to adjust to new demands and circumstances • Able to successfully balance shifting priorities, demands and timelines through analytical and problem-solving capabilities • Able to manage a workload and deal simultaneously with a range of tasks, activities and projects	A – I A – I A – I A – I A – I A – I	3 3 3 3 3 3
Special conditions:			
Signature of Employee:	**Name:**	**Date:**	