# Job Description

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| Service: | 3C ICT Digital |
| Job title: | Digital Developer |
| Grade: | E |
| Hours of work: | 37 Hours |
| Line Managed by: | Digital Service Manager |
| Day-to-day responsible to: | Principal Developers / Front-end Operations Manager / Back-end Operations Manager. |
| Responsible for | |
| Direct reports: | 0 |
| Indirect reports: | 0 |
| Budget: | NA |

## Purpose of Post:

1. To provide digital development services, leading and undertaking web-based project and integration activities and supplying expertise to the Council on digital, web and business areas as required.
2. To ensure that the Council's IT systems are developed, maintained, and operated in such a manner as to maximise the benefits to users, the Council and its customers.
3. To contribute to corporate initiatives such as building roadmaps for web-based solutions within the Council.
4. To support the Digital's Principal developers, Operations managers, Product Managers, and the Digital Service Manager in development and support of the Digital Service' products. Provide key input to help create and maintain a cohesive, dynamic, and successful digital development team.
5. To work closely with our key partners in local and central government (such as other districts) and other organisations on joint developments and strategies as required.

**Key deliverables:**

To assist the team with the development and maintenance of new features and facilities for the Council's website, intranet sites and business systems, in line with user requirements defined by customers, project managers, or the Digital Manager.

- Design and build the necessary software and databases
- Create and maintain software applications as required
- Create and maintain documentation relevant to internally developed systems
- Create and maintain business system models according to agreed corporate standards
- Review and influence ongoing designs, standards and methods for website and intranet / application development projects
- Provide complete technical documentation, code comments, and readable code that is properly stored in the team central documentation library
- Provide support to customers using our products as required

Contribute to ensuring projects are delivered on time, to standard, within budget and that expected business benefits are delivered. Often this involves engaging with and influencing multi-disciplinary teams.

Support the Project & Product Management Team in identifying and managing project risks and issues, ensuring they are dealt with in an appropriate manner.

Contribute to the Application Support Team as and when required.

Work with other members of the Shared Service to investigate the applicability of new web-based technologies.

Contribute to work with key partners as required.

Undertake any other duties of a similar level and responsibility as may be required from time to time.

The service will be delivered from a central hub supporting a number of physical sites. Flexibility will be required in location dependent upon service needs and the requirement to provide cover at all sites.

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| **Knowledge and Qualifications**<br><br>The minimum knowledge required to undertake this role and any qualifications or training essential for the role | • Degree level or equivalent demonstrable knowledge in computer science / software development.<br>• Evidence of continuous professional and personal learning development.<br>• C#<br>• .NET / .NET Core / ASP.NET<br>• HTML, CSS, JavaScript, SASS, Bootstrap, JQuery, React, Angular<br>• SQL<br>• Design Principles & Patterns<br>• Azure Cloud Services<br>• Azure DevOps<br>• MS Visual Studio<br>• Umbraco 10 (or equivalent CMS)<br>• Agile software development |
| **Experience**<br><br>Experience the person would need to do the job | • Designing and building website and backend (full stack) .NET solutions<br>• Developing with Umbraco or equivalent CMS<br>• Using version control<br>• Interacting with REST APIs<br>• UX led design processes<br>• Broad experience of IT technologies and Windows-based packages, including MS Office. |
| **Skills and Abilities**<br><br>Specific skills the applicant would need to do the job | • Ability to select technology components that will provide fit for purpose web and integration-based user centric solutions for Councils.<br>• Ability to evaluate the impact of decisions on stakeholders and include this in the decision-making process<br>• Attention to detail whilst also demonstrating the ability to see the wider picture<br>• Meticulous in ensuring solutions meet stated requirements<br>• Sound, logical approach to the analysis of complex problems and design of business solutions<br>• Ability and desire to pass on knowledge to others.<br>• Technically document software solutions |
| **Decision Making and Impact on Others**<br><br>What impact the reasons made by the post holder would have on others | • Effectiveness and maintainability of a chosen approach to solving a business problem as a software developer<br>• Understanding and assisting customers who are experiencing bugs / issues with Digital Service products |

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| across the Council/3C ICT | • Effective communication with customers about requirements and working with them to shape solutions.<br>• Influencing others' design approaches via design discussions and code reviews<br>• Influencing how 3C Digital adapt and enhance our offer to better meet customer needs<br>• Identify and recommend / influence others to take an efficient and effective approach to solving problems<br>• Forecasting delivery time and monitoring against plans, acting and reporting to the wider group accordingly. |
| **Communication with Internal and External Customers**<br><br>What customers the applicant would be in contact with in the job | A mix between HDC and 3C staff as internal customers of our digital products, and staff within the other two partner councils as external customers.<br><br>• Develops and maintains productive relationships with internal and external customers<br><br>• Explores the customer's situation with them to develop a fuller understanding of the underlying need<br><br>• Delivers what they have agreed with the customer, managing expectations appropriately<br><br>• Deals effectively and respectfully with dissatisfied customers<br><br>Internal customer contact  40%<br><br>External customer contact  60% |
| **Personal Attributes and Other Requirements**<br><br>In this section please list any other qualities you are looking for from the applicant | • Comfortable with working remotely / hybrid.<br>• Comfortable with being on webcam in all meetings.<br>• Credible and confident when presenting ideas and solutions.<br>• Aware of own emotions and manages them for maximum influence during discussion and negotiation.<br>• Motivate others to achieve a shared goal / objective.<br>• Considerate of other peoples' points of view, acts respectfully and with empathy when discussing the advantages and disadvantages to other people's ideas / approaches. |
| **HDC values** | The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team. |

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|  | **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers.<br><br>**Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers.<br><br>**Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.<br><br>**Respectful:** We respect people's differences and are considerate to their needs.<br><br>**Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them. |

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council/3C ICT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children