

Be Bold, Make a Difference, Show you Care

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| JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Senior Digital Developer

Present Grade: MM1 Dept: Resources

Service/Section/Team: Digital Services / Operations

Reports to (title): Senior Business Applications Manager

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| Purpose of the Role: |

The Senior Digital Developer is an important role within Digital Services, reporting into the Senior Business Applications Manager. You will have a strong understanding of SOAP, XPath, XSLT, HTML & JavaScript and come from a development/software installation background. Within this role you will be working with internal teams and customers to understand requirements and you will be responsible for the customer solution and design, define the best functional and technical solution in conjunction with the Enterprise Architecture team, assist with install and implement our users software and configure, integrate and customise it based on customer needs.

You will work across a range of digital projects and service optimisation improvements. You will work to set development standards working collaboratively with the Digital Services 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, including development of our Customer Portal (CRM) system and integrating into back-office systems create front end forms for customers to complete which are processed by back-office automation.

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 Enfield better, which may sometimes involve challenging the status quo.

**As a Middle Manager within the Council, you will:**

* 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.
* Recommend areas for service improvement based on relevant data and information
* Will provide intermediate level system analysis, design, development, and implementation of applications and databases
* Having accountability for managing the areas of technical and solutions support, and development.
* Will own the end to end from building, process (workflow) and integration to Line of Business applications
* 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.
* Working in close collaboration with other Digital Services colleagues such as Business Analysts (BA), Digital Services Project Managers, Technical Architects, Systems and Server Engineers and Application Integration Engineers.
* You will engage and work with senior managers, colleagues in Customer Services and other teams across council.
* Lead, manage and coach the team to ensure they develop and deliver high quality solutions and are seen as business enablers.
* Demands of this role involve regularly managing a number of competing activities, at times with demanding deadlines, on an on-going basis, with a range of complexities, from very complex to tactical, including key decisions that could impact the delivery of the service to the whole Council and beyond, to partner organisations.
* The post holder will report to the Corporate Systems Lead on all aspects of their area of delivery, is able to influence and make decisions that are critical to the organisation’s success, contributes to the formulation and implementation of the Digital Services operating plan.
* This service may be provided 24 x 7 x 365. As such, there may be times when the post holder is required to be available out of hours, including weekends.

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| Dimensions including Structure Chart: |

1. Structure Chart:

A diagram of a software company

Description automatically generated

1. Number of direct reports: None
2. Nature of reporting relationship between post holder and line manager: Supports the development of Digital Services strategy, including guiding the direction on a mid-term, annual and longer basis.

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| Key Accountabilities: |

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| **Accountabilities** |
| 1. Assist with the overall technical design concept and diagnostic tests to ensure that the features and performance meet the highest quality standards and business requirements 2. Adhere to the four functional Implementation Stages: Exploration, Installation, Initial Implementation, Full Implementation 3. Implement service improvement plans to time and budget 4. Ensure the adoption and compliance of corporate strategies, policies and processes within the Department(s) 5. Set and monitor individual and team performance standards 6. Provide guidance to the Council’s Digital Services partners to ensure that specifications are fit for purpose and meet the needs of the project outcomes 7. Provide best practice advice and support in relation to CRM Applications and any additional applications. 8. Define how applications will integrate and deliver services to the business and work with Technical Architects to define applications roadmaps and will provide valuable input to the overall Digital Services strategy. 9. 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. 10. Provide technical solution support, where required, in the assessment of new infrastructure-related software 11. In-depth technical solution assessment when required, delivery of all planned solution related works, system upgrades and system migrations. 12. The ability to design and build forms, processes and solutions using the CRM system and toolset that include integration to back office applications. 13. Lead the planning and commissioning of future development paths for the Council’s key application systems and infrastructure to realise the benefits and savings identified 14. Ensure opportunities for synergy and cost saving are identified and embedded in the Council’s Digital Services Strategy and translated into commissioned projects 15. Ensure the identified solutions are in line with the organisation's requirements covering design, development, procurement/sourcing, configuration, test preparation, testing, requirements management and maintenance of business processes, applications, information/data, infrastructure and services 16. Become part of any future DevOps culture when developed within the council 17. Manage assigned incidents through to resolution that impact user services 18. Work directly with business and technical personnel to define and map requirements to technical design specifications. 19. Configuring the application for new customers based on their needs 20. Assisting in application integration with other software / applications 21. Creation of supporting documentation on configured applications 22. Work in an agile, collaborative environment to build, deploy, configure, and maintain systems, which may include software installations, updates, and core services. 23. Work to enable a continuous integration environment that sustains high productivity levels and emphasises defect prevention techniques. 24. Troubleshoot and resolve issues in development, test and production instances. 25. Solving problems; debugging; and designing & implementing solutions to complex technical problems. 26. Have an interest in, understanding of, or experience with Agile Development Methodology. |

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| Key Relationships (Internal and External): |

**Internal**

1. Councillors
2. Directorate Management Teams
3. Oversight and Scrutiny Committees
4. Audit and Risk Boards
5. Heads of Service and Business Owners
6. Officers and Service Users
7. Operational and Project Boards
8. Service Hubs and Other Council Departments
9. Team members

**External**

1. Area forums
2. Community groups and charities
3. IT partners, third-party providers and external agencies
4. Media
5. Councillors of public government/volunteer sector working groups
6. National and regional collaborative working groups
7. Partner organisations, such as Public Health, CCG, Police
8. Peer groups
9. Residents and users of Enfield council services
10. Schools
11. Service user focus groups

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;

2. Following safety rules and procedures;

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

**Job Title: Senior Digital Developer**  **Grade: MM1**

**Department:** **Resources** **Team: Digital Services/ Operations**

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| **KNOWLEDGE, SKILLS & ABILITIES** | **HOW TESTED**  Application – A  Test – T  Interview – I |
| **Job Specifics – Skills, Experience, Knowledge, Behaviours**  **Essential:**   1. Significant demonstrable experience related to development activities. 2. Experience with integrations 3. Good understanding of XML Standards 4. Good understanding and proven experience of developing XSLT (Extensible Stylesheet Language Transformations) 5. Good understanding and proven experience of integrating with SOAP and REST APIs 6. Good experience of HTML, JavaScript, XPath, PHP, CMS, EDRMS 7. Evidence of high levels of customer service and satisfaction 8. Experience of successfully implementing plans and projects to time and budget 9. Ability to effectively plan and manage budgets and resources 10. Demonstrates a good understanding of the political structure and role of elected members 11. Ability to work collaboratively both with own service and across other services 12. Good understanding and proven experience of integrating with SQL and NoSQL databases 13. Good understanding and proven experience of file-based integration mechanisms 14. Familiar with swim lane & process map documentation 15. Good understanding of Integration design patterns 16. Excellent English literacy (written, and verbal for customer facing roles) skills 17. Analytical & problem-solving skills 18. Ability to work independently 19. Detail oriented 20. Thorough, accurate & organised approach to your work   **Desirable:**   1. Knowledge of local government applications and their function and remit within the organisation’s architecture 2. IT Service Support and Delivery Management 3. Proven experience and knowledge of Agile ways of working and best practices 4. Knowledge of DevOps 5. Programme and project management 6. Quality management and assurance 7. Good numeracy skills 8. Good working knowledge of using MS-365 software (Word, Excel, Outlook, SharePoint, PowerApps) 9. GIS, LLPG and related systems knowledge | **A/I** |
| **Behaviours**  Appropriate behaviours are key to the delivery of our vision for Enfield.  We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels.  **Takes Responsibility**  We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.  **Is Open, Honest and Respectful**  We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.  **Actively Listening and Learning**  We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.  **Working Together to find solutions**  We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.  **Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.** | **A/I** |
| **Competencies:**  **Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable criteria above).**  1. Provide leadership / customer focus  2. Build relationships  3. Political Awareness  4. Communicate and Influence  5. Empower Individuals  6. Deliver Results |  |
| **Qualifications & Professional registration criteria**  **Candidates: Please ensure you address these qualifications in your responses to the essential criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**   1. Higher education / college or equivalent 2. ITIL ® Foundation Certificate 3. PRINCE2 Foundation Certificate or equivalent training 4. Relevant manufacturer qualifications for equipment used e.g. SQL, etc 5. BizTalk certification or equivalent experience 6. ADX certification or equivalent experience | **I** |
| **Special requirements**  **Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.**  1. Availability to work out of hours, including weekends  2. Availability to provide on call service | **I** |