

# Digital Development Officer

Closing date: 19<sup>th</sup> July 2019  
Interview date: 7<sup>th</sup> August 2019



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# Applying For This Vacancy

Please read the information in this document before you complete your application form.

**You will need to make clear in your application form:**

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

## Any problems?

If you have any queries about your application, please contact the recruitment team at [Recruitment@bracknell-forest.gov.uk](mailto:Recruitment@bracknell-forest.gov.uk).

If you experience any technical issues with your application, please contact the Jobsgopublic support team at [support@jobsgopublic.com](mailto:support@jobsgopublic.com) or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.

# Job Description

Department: Delivery	Section/Location: Digital Services / Customer Experience
Post Number:	Grade/Salary Range: BG - F
Job Title: Digital Development Officer	Workstyle: Home Flex

## JOB PURPOSE

To provide expert web application development and support to help progress the council's digital transformation programme.

To support and develop applications around the Firmstep Customer Experience platform, including implementing integrations between key corporate systems using standard APIs, web services or other methods.

To research potential Firmstep product benefits and assist in creating a Firmstep Product Development Plan for the current and future development of the product suite.

To manage development work and projects, working with service teams and external suppliers.

To provide support for corporate websites and web applications.

## DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

The role sits within Digital Services, Customer Experience in the Delivery Directorate reporting to the Digital Services Manager.

## MAIN DUTIES AND RESPONSIBILITIES

Support and develop applications around the Firmstep Customer Experience platform using the latest methodology:

- Maintain, extend and enhance existing corporate applications;
- Develop integrations between key corporate systems using standard APIs, web services or other methods.
- Research potential Firmstep product benefits and assist in creating a Firmstep Product Development Plan for the current and future development of the product suite.
- Assist in the technical management of the Firmstep live and test platforms.
- Ensure all Firmstep applications and systems adhere to corporate information security policies and legislation.
- Contribute to the delivery of projects in an agile environment, ensuring all Firmstep development projects are completed successfully.

Manage development work and development projects:

- Work closely with the Digital Services, CRM, Transformation and ICT Services teams to identify opportunities, understand business and user requirements and produce technical specifications for developments.
- Plan and manage development work to agreed timescales.
- Manage and monitor the work of external suppliers.
- Release changes through an agreed managed change control process.
- Create documentation.
- Create, review and follow development guidelines and standards.
- Collaborate with and share knowledge with other members of the Digital Services, CRM and ICT teams.

Support corporate websites and web applications:

- Carry out the technical support of the council's websites and digital services to ensure the smooth operation and availability of the growing range of online services delivered to residents and the general public.
- Monitor the operation, performance and availability of internally and externally hosted applications and resolve any issues which might arise, working with third party agencies as required.
- Monitor systems to detect errors and identify performance improvements.
- Provide advanced troubleshooting and resolve complex issues.
- Assist colleagues and external suppliers in resolving incidents by providing advice and support.
- Support users undertaking user acceptance testing

Such other duties as may from time to time are necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

## SCOPE OF JOB (Budgetary/Resource Control, Impact)

This post is responsible for the technological support to the council's websites, CRM and digital services. The post will keep websites and applications operating and will be responsible for their security.

# Person Specification

Job Title: Digital Development Officer	Section: Digital Services / Customer Experience
Department: Delivery	Post Number:

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications And Training</b>	<p>Educated to degree level or equivalent in a computer related subject or equivalent knowledge and experience to demonstrate technical knowledge and ability.</p> <p>Qualification in frameworks and processes, e.g. Prince 2, Agile and ITIL.</p> <p>Evidence of continuing professional development (technical)</p>	Masters degree in a computer related subject.
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p><b>Technical skills:</b> Knowledge and experience of building web applications with scripting languages and web design packages including but not limited to HTML, ASP.NET (C#), JavaScript, CSS, SQL, JSON and XML.</p> <p>Web server configuration experience (IIS).</p> <p>Experience working with version control tools (such as GIT).</p> <p>Knowledge and experience of W3C and WAI accessibility standards and website accessibility issues.</p> <p>Knowledge and experience of data analytics tools for business reporting (such as Google Analytics and Power BI).</p> <p>An ability to communicate technical concepts to a non-technical audience.</p> <p><b>Customer orientation:</b> Excellent communication, facilitation and influencing skills, which can be applied to driving improvement and change. An awareness of customer needs, both internal and external, and the commitment to continually improve the service provided.</p> <p>Ability to build good working relationships with colleagues, operational managers, senior officers, and front line staff.</p>	<p>Knowledge and experience of the Firmstep Customer Experience Platform.</p> <p>Knowledge and experience of Drupal or similar content management systems.</p> <p>Knowledge and experience of Office 365 / Sharepoint.</p> <p>Knowledge of Active Directory, DNS, DHCP and SSL certificates.</p>

	<p>Excellent communication with all levels of the business. Able to communicate complex technical ideas in a straightforward way to highly technical experts, operational managers, senior officers, and front line staff. Also adept at active listening, and providing coherent and easily understood answers.</p> <p><b>Time Management Skills:</b> Ability to work under pressure, estimate time required for developments and meet deadlines.</p> <p><b>Creativity and innovation:</b> Credibility to work with and challenge staff and their service delivery processes at different levels of seniority, while maintaining constructive working relationships.</p> <p>Strong hands-on delivery attitude.</p> <p>Skills in lateral thinking.</p> <p>Ability to think ahead and anticipate problems and issues, and design appropriate solutions.</p> <p>Ability to gather and assimilate information, coupled with good problem solving skills.</p> <p>Good up to date knowledge of all key technical areas.</p> <p><b>ICT</b> High degree of technical skills in relation to IT application development.</p> <p>Good general ICT skills including use of Microsoft Word, PowerPoint, Visio, and Excel (including ability to work with tables in Word, produce high quality presentations in PowerPoint and develop spreadsheets using formulae in Excel and produce charts, graphs and reports from data in Excel).</p>	
<b>Work-related Personal Requirements</b>	<p>Experience of successful delivery within a multifaceted technical and project environment.</p> <p>Ability to consistently project an image of professionalism.</p> <p>Tactful and diplomatic.</p>	
<b>Other Work Requirements</b>	<p>Adaptable, flexible approach towards work.</p> <p>Positive attitude to organisational change.</p>	



# About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

## Location

Time Square, Market Street, Bracknell, Berkshire, RG12 1JD

## Work Style / Parking

Your work style is "Home-Flex". This is also a primarily deskbound role but it could equally be done for part of the week from home.

For a 5:3 desk ratio this amounts to 40% of time away from a desk in the office – this may be working at home or another location or attending meetings or other activities away from a desk.

There is very restricted parking at our town centre offices. If you would like a car parking space when you start your employment with us we will send you an online form to complete. Please note there will be a charge for parking which will depend on your salary and working hours. You will receive further details from the HR department after a conditional offer has been made. To find out more information about parking at Bracknell Forest Council visit <https://www.bracknell-forest.gov.uk/roads-parking-and-transport/parking/bracknell-town-centre-parking>

Alternatively, the bus and train stations are nearby.

## Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

# Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

## Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

## Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

## Salary

The salary will be within the local Bracknell Grade BG- F. The grade range is £33,799-£38,813; the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £609 per annum

## Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

## Working Hours

Although your normal working week will be 37 hours, we understand the importance of a healthy work and lifestyle balance for our staff. Our flexible working scheme will give you some flexibility in your working day.

Whether you have an appointment, are waiting for a delivery at home or wanting to go to your son or daughter's sports day – there are always occasions that arise that you don't want to miss and just wish you could come into work late/ early. Using the flexitime system, you can take time off without using your annual leave.

Naturally we always need to maintain adequate cover – so you'll need to check the situation with your manager.

## Holidays

The annual holiday entitlement is 27 days plus bank holidays.

Annual holiday entitlement increases with length of service (5 extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

## Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

# More About Applying

## References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc.

## Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

## Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

## Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

## Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

# Rehabilitation of Offenders Act 1974

You are required to give details on the application form of all convictions, cautions reprimands, orders and warnings, except 'spent' convictions. Any information which you give will be strictly confidential and will be considered only in relation to this or a similar position for which you may be considered with us.

You must declare any unspent convictions, cautions, reprimands, orders and warnings. Please see below for details:

<b>Sentence</b>	<b>Rehabilitation period This applies from the <u>end date</u> of the sentence</b>
Custodial sentence of over 4 years or a public protection sentence	Never spent
Custodial sentence of over 2 ½ years up and including 4 years	7 years from the date upon which the sentence is completed
Custodial sentence of over 6 months but less than and including 2 ½ years	4 years from the date upon which the sentence is completed
Custodial sentence of 6 months or less	2 years from the date upon which the sentence is completed
Community Order / Youth Rehabilitation Order	1 year from the date the order was imposed
Fine	1 year from the date the fine was imposed
Absolute discharge	No rehabilitation period
Conditional discharge, bind over order, attendance centre order, hospital order, referral order	Period of order

To find out more about the recruitment of Ex-Offenders visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/guidance-recruitment-ex-offenders>

## What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>