

Job Description

Authority:	WBC/ADC
Directorate:	Digital and Resources
Section:	Digital
Post Title:	Digital Developer
Post Number:	
Accountable to:	Digital Development Manager
Management responsibility for:	No line management responsibility
Authority to liaise with:	
Meetings attended on a regular basis:	Digital Operations Group (By invitation), Digital Development Team Meetings
Work Style	Flexible

Principal purpose of job (role summary)

This is a technical development and analysis role within the organisations' digital development and support function. Working closely with members of the Digital Development and Digital Design Team, the post is fundamental to the development and support of technical solutions to meet organisations' requirements.

In terms of digital applications development, this role provides technical resource both individually and as part of a larger team that takes service design requirements and uses them to build business/customer oriented applications and services. This is through the Councils' ICT and digital platforms. The council uses a customer focussed, customer first, design and development methodology to ensure fit for purpose solutions are designed and delivered. In addition, there is an emphasis on working within a process-oriented IT Service Management framework to ensure that high quality, end-to-end service support is maintained, without risk of single points of failure developing within the structure. There is also a strong emphasis on continual service improvement.

The role demands a strong, committed approach to the delivery of high quality ICT and Digital Services to end users both within the Council's employment as well as third party organisations and ultimately, to members of the public who interact with Adur and Worthing Councils and their services.

Main duties, tasks and responsibilities of post holder:-

To support the current and expanding need for Digital platforms and systems within the Councils' internal and customer facing services.

Work with operational staff and managers to ensure delivery of services keeps in step with the needs of the organisation, supporting and promoting 'Digital Thinking'.

Work within the agreed operating models, underpinned by appropriate project management and ITIL v3 Service Management best practices, supporting the ethos of continual service improvement.

Skills and knowledge transfer at a team level. Whilst individual post-holders may hold specialist skills in certain applications or platforms, the expectation is that skills and knowledge will be pro-actively shared to build resilience in the team, and ensure a mixed workload balancing development, maintenance and support tasks.

Make appropriate risk-based decisions within your sphere of expertise to identify and deliver solutions to Incidents and Problems as they occur.

Work with suppliers and third party partners to ensure high quality workstream delivery and service support.

Work with colleagues in other local authorities to share and adopt insights pertinent to the work of Digital Development within the appropriate spheres of expertise.

Corporate Responsibilities:-

Working within the Digital team, accept and promote the benefits of the agreed operating model and processes for engagement with the service (for example through Service Desk and governance boards).

Maintain awareness of the Council's vision and purpose statements and undertake to complete assigned objectives in pursuit of the Council's continued efforts to be a sector leader in Digital service development.

Customers & Partners:-

Using your influence as a key technical resource within IT Services and Digital delivery, work with collegiate staff and management to build partnerships within the business, to help influence decision making on matters within your sphere of expertise.

Where appropriate, work with 3rd party suppliers and partner organisations to promote the benefits of the Authority's chosen platform and delivery model.

Leading People and Services :-

This role has no line or service management aspects.

Performance, Finance and Risk:-

Ensuring that relevant working practices meet the Councils' sustainability requirements (Social, Ecological and Financial).

Promote the effective use of IT Service and Digital platforms and application within the team and business to enable effective and efficient new ways of working.

Assists in the review and identification of risks within the sphere of responsibility of this role. Where necessary, reporting on and managing risks to minimise the Council's exposure to disruptive events.

Actively participate in business continuity planning and exercise processes, helping to create and test robust response and recovery arrangements in the event of emergencies and critical incidents locally – in accordance with the requirements of the Council's Emergency and Business Continuity Plans.

Promote and ensure compliance with Council standing orders, policies, procedures and the Council's Code of Conduct.

Expectations:-

Act always in the best interests of the Council giving priority to approved strategic objectives and key priorities as directed by your line manager

Provide high standards of customer care to both external and internal customers.

Ensure compliance with Health and Safety Legislation and the Councils' Safety Policy practices and procedures

Adhere to all aspects of the Councils' Code of Conduct

Adhere to all aspects of confidentiality and Data Protection in order to comply with the law. Observe all policies and guidelines as defined by the Councils' Data Protection Officer or Service Data Controller

Participate actively in any emergency planning exercise or training made available by the Council

Demonstrate a positive approach to public relations in accordance with agreed arrangements

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves

the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Head of Service (Print name):	
Signature:	
Date:	