Job Description and Person Specification

Role: Web Development Officer

Job Description

Job Title	Web Development Officer
Grade	7
Service	ICT & Digital
Reports to	Digital Solutions Architect and Lead Developer
Location	Floor 7 One Friargate
Job Evaluation Code	

About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

About the Service your team will provide

Purpose of the role

Management of resources in order to plan, estimate and deliver high quality programmes of Web Development work to transform the transactional components and user experience for the Council's web site.

All work must be managed, to time, budget and quality targets and in accordance with appropriate standards.

The production and maintenance of website designs and design policies, strategies, and documentation, covering the transactional elements and user experience of the website to support business requirements and strategy.

To provide technical expertise and guidance on the use of web development technologies ensuring that all developments conform with local and national accessibility and security standards.

To provide full lifecycle planning, control and management of website development ensuring that that this aligns with the content management and e-communication strategy of the organisation.

To deliver, maintain and support the integration of the website with the Council's technical
systems including but not limited to the Customer Relationship Management system and mapping system

Responsible for ensuring that adequate testing is completed on all web site changes within ICT. Ensuring that test strategies, test cases, test scripts, test plans, test data and results are managed and maintained.

The management of Change and Releases to the Council's website including, configuration items and associated documentation, be it via request for change (RFC), emergency changes, incidents and problems, so providing effective control and mitigation of risk to the availability, performance, and effective handover to ICT Operations, Application Management, and the user community.

Be responsible for supervising team members (Web Development Analysts), directing the team, reporting on their progress, managing the resources and priorities, developing the team and undertaking appraisals and monthly supervision meetings.

To keep abreast of government digital initiatives and best practice in web development
and to ensure these are fed into web strategies and action plans.

Main Duties & Key Accountabilities

Core Knowledge

- Maintain, demonstrate and promote a culture of customer service
- Communicate effectively, formally and informally, with colleagues, subordinates and users.
- Be accountable for actions and decisions taken
- Have responsibility for an area of work, including technical, financial and quality aspects.
- Influence organisation, users, suppliers and peers on area of own specialism.
- Develop business relationships with users.
- Understand the relationship between own specialism and wider Council objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools and applications relevant to own specialism
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions
- Commitment to acquiring and sharing business and technical skills and knowledge
- Demonstrate professional attitudes (e.g. customer focus, value for money)
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Suppliers	All CCC Departments as necessary

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free
The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training
The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

None.

Person specification

Job Evaluation Code	

Knowledge

In-depth understanding of relevant ICT standards.

Advanced knowledge of current and emerging Information Systems & Web Technologies

Advanced knowledge of website specification and design including design for mobile devices and mobile applications

In-depth knowledge of web testing technologies and tools

Advanced knowledge of web database technologies

In-depth knowledge of the Local Authority arena

Advanced knowledge of website best practice toolsets and methodologies including website/content management tools

In-depth awareness resource planning and Systems Development & Change project planning tools and techniques

In-depth understanding of strategies and procedures across the IT service lifecycle including Configuration Management, Change Management and Release Management

In-depth knowledge of feasibility studies, business cases, and planning

In-depth knowledge of project management, service design, and benefits realisation

In-depth understanding of website development technologies and services including (but not limited to) HTML5, CSS, Javascript Ajax (jQuery), PHP, ASP.Net, C#.Net, IIS, Tomcat

In-depth understanding of integration technologies required to support transactional websites such as XML feeds, Data API's, JSON, SOAP, REST. Also an understanding of integration to payment engines and Geographical Information Systems (GIS/mapping)

In-depth understanding of website design (including responsive design) and principles, in particular the considerations required for data protection, security, identity management, cross browser compatibility and accessibility standards (W3C WAI WCAG 1.0 Level AA and WAI WCAG 2.0 Level AA)

Skills and Abilities

Excellent communication skills by written, oral and electronic means appropriate to the relevant audiences

Excellent stakeholder management skills (e.g. interpersonal / influence / negotiate)

Able to advise on the available standards, methods, tools and applications relevant to web development

Able to assess and advise on the scope of options for process improvements across Systems Development & Change services

Ability and desire to keep up to date with technical developments and trends relating to web development in particular mobile and social networking.
Ability to build and maintain critical working relationships
Demonstrate proactive approach to the management of web development projects
Demonstrate effective people management skills
Demonstrate leadership in line with Coventry Manager principles and values
Ability to write and review effective documents
Ability to deliver high quality service under pressure
Demonstrate a high level of business acumen (e.g. value for money, risk, reputation)
Experience
Evidence of planning, management and delivery of Web Development projects.
Evidence of setting standards, strategies and procedures across the IT service lifecycle (including the development lifecycle) in web development and ensure that practitioners adhere to them.
Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Experience of managing staff effectively
Evidence of realising benefits
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Qualifications
Further educational qualification(s) or demonstrable equivalent experience
Evidence of commitment to continued personal development
Special Requirements
None

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