Job Description and Person Specification

Role: Graduate Web Development Officer (24-month Fixed Term)

Job Description

Job Title	Graduate Web Development Officer (24-month Fixed Term)
Grade	5
Service	Systems Team, Digital Services.
Reports to	Senior Systems Management Officer
Location	One Friargate, Floor 7
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 carry out 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.

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 Digital Services. 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 Support Teams and the user community.

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

- Implement the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new website developments, processes or jobs into the "business as usual" environment.
- Understand budgets for Web Systems Development & Integration projects working with Project Managers to deliver web solutions.

- Report on progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures.
- Ensure stakeholders are brought to the required level of commitment, prior to going live.
- Help define and implement Systems Development & Integration plans, following service level agreements, planning the website developments necessary to provide services to meet such agreements.
- Follow design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensure they are applied effectively.
- Review websites design to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology.
- Adhere to policies for selection of Information Systems architecture components in relation to the website.
- Ensure that the website design balances functional, service quality and systems management requirements.
- Maintain and apply up to date, specialist knowledge of website concepts, object and data modelling techniques and design principles, and a detailed knowledge of the full range of website architectures, software and facilities available including integration and API options.
- Analyse data requirements, to establish, modify or maintain a data model.
- Take account of specialist requirements (e.g. geocoding for geographic information systems).
- Adhere to standards for programming tools and techniques, advises on their application and ensures compliance.
- Take technical responsibility for all stages in the software development process.
- Develop and implement quality plans and method statements.
- Adhere to correct processes and procedures including but not limited to Change Management, Release Management, Configuration Management and development lifecycle.
- Develop implementation plans for dealing with more complex requests for change, evaluate risks to integrity of Information Systems inherent in proposed implementations, seek authority for those activities, review the effectiveness of change implementation, suggest improvement to organisational procedures governing change management.
- Assist with the assessment, analysis, development, documentation and implementation of changes based on requests for change and releases.
- Liaise with business and Digital Services colleagues on release scheduling, communication of progress and transition to support.
- Conduct post release reviews and ensure release processes and procedures are applied.
- Provide out of hours service as required and agreed with Digital Services Management

General Duties and Responsibilities:

- 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
Software Vendors Support Providers Schools, Libraries and Youth Offending Services Other Local Authorities as relevant	Other Digital Services Teams Council Business Units as relevant

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	P1504D

Knowledge

Good understanding of relevant ICT standards.

Good knowledge of current and emerging Information Systems & Web Technologies

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

Good knowledge of web testing technologies and tools

Advanced knowledge of web database technologies

Good knowledge of the Local Authority arena

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

Good awareness resource planning and Systems Development & Change project planning tools and techniques

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

Good knowledge of project management, service design, and benefits realisation

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

In-depth understanding of integration technologies required to support transactional websites such as XML feeds, Data API's & JSON. 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

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

Good 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

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
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)
Able to analyse, assess and advise on scope of options for systems
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
Recent degree (within three years) in an ICT / Web related discipline
Evidence of commitment to continued personal development
Special Requirements
None.

Date Created	July 2013	**Date Reviewed**	December 2025