Job Description

Post:	Graduate Web Development Officer (Fixed term contract – 24 months)	Job Number:	
Service:	ICT & Digital	Post Number:	
Location:	One Friargate	Grade:	5

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.

Job Purpose:

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 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.

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 and Responsibilities:

- 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 designs 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 ICT & Digital 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 ICT 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Self

Responsible to: Digital Solutions Architect & Lead Developer

Date Reviewed: May 2022

Updated: December 2019

Coventry City Council

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Area	Description
Knowledge:	- Good understanding of relevant ICT standards. - Good knowledge of current and emerging Information Systems & Web Technologies - Good knowledge of project management, service design, and benefits realisation - 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 website specification and design including design for mobile devices and mobile applications - 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 & 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
	• 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)

Educational:	• Recent degree in an ICT / web related discipline
	• Evidence of commitment to continued personal development

Special Requirements:	

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