Coventry City Council

Job Description

Job Title:	Web Development Officer	Job Number:	
		Post Number:	
Service:	ICT & Digital – Systems Team	Grade:	7
Location:	One Friargate, Coventry, CV1 2GN		

Job Purpose:

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 colleagues and the user community.

Be responsible for supervising team members, directing project teams, reporting on their progress, managing the resources and priorities, and developing the team.

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:

1. 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.

2. Be accountable for cost and expenditure against budget for Web Systems Development & Integration projects working with Project Managers to deliver web solutions.
3. Report against key performance indicators and critical success factors in the areas of business readiness targets, business engagement activity, training, design and deployment activities, key operational metrics and benefits.
4. Ensure stakeholders are brought to the required level of commitment, prior to going live.
5. Input into Systems Development & Integration plans, contribute to setting service level agreements, and plan the website developments necessary to provide services to meet such agreements.
6. Follow and implement appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensure they are applied effectively.
7. Review websites designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology
8. Make recommendations on the policy for selection of Information Systems architecture components in relation to the website
9. Evaluate and undertake impact analysis on major design options and assesses and manages associated risks.
10. Ensure that the website design balances functional, service quality and systems management requirements.
11. 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
12. Analyse data requirements, to establish, modify or maintain a data model.
13. Take account of specialist requirements (e.g. geocoding, for geographic information systems).
14. .Implement standards for programming tools and techniques, advise on their application and ensure compliance taking technical responsibility for all stages of the software development process
15. .Assign work to Systems Development & Change staff, providing advice, guidance, mentoring and assistance to other colleagues and web developers as required
16. 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.
17. Assist with the assessment, analysis, development, documentation and implementation of changes based on requests for change and releases
18. Ensure that correct processes and procedures are followed including but not limited to Change Management, Release Management, Configuration Management and development lifecycle.
19. Conduct post release reviews and ensure release processes and procedures are applied.
20. Provide out of hours service as required and agreed with ICT Management

General Duties and Responsibilities:

1. Maintain, demonstrate and promote a culture of customer service
2. Communicate effectively, formally and informally, with colleagues, subordinates and users.
3. Be accountable for actions and decisions taken
4. Have responsibility for an area of work, including technical, financial and quality aspects.
5. Influence organisation, users, suppliers and peers on area of own specialism.
6. Develop business relationships with users.
7. Understand the relationship between own specialism and wider Council objectives
8. Perform a challenging range and variety of complex technical or professional work activities
9. Advise on available standards, methods, tools and applications relevant to own specialism
10. Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
11. Demonstrate leadership.
12. Take initiative to keep skills up to date.
13. Mentor more junior colleagues
14. Maintain an awareness of developments in the industry
15. Advise on scope and options for continuous operational improvements
16. Demonstrate creativity and innovation in applying solutions
17. Commitment to acquiring and sharing business and technical skills and knowledge
18. 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 Equality, Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: Digital Solutions Architect and Lead Developer

Date Reviewed: November 2020

Updated: January 2019

Person Specification

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		Post Number:	
Service:	ICT & Digital – Systems Team	Grade:	7
Location:	One Friargate, Coventry, CV1 2GN		

Area	Description
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 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)

Educational:	• Further educational qualification(s) or demonstrable equivalent experience
	• Evidence of commitment to continued personal development
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Special Requirements:	

Date Reviewed: November 2020

Updated: January 2019