

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **SERVICE AREA:** | Neighbourhoods & Housing | **POSITION NO:** |
| **SECTION:** | Housing Management System (HMS) Project Team | **GRADE:** 9 |
| **JOB TITLE:** | Digitial Developer (Housing Management System) | **DATE PREPARED:**6th August 2019 |
| **EVALUATION DATE:** | 15th August 2019 | **JE NUMBER: NC4361** |

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| **ROLE & PURPOSE OF JOB:**  To deliver the implementation of a new housing management system across the Neighbourhoods & Housing Service using this as a lever to drive change and a culture of continuous improvement within the service.  To work closely with the wider project team, the supplier, other service areas and stakeholders to ensure a smooth implementation which delivers improvements to processes and the customer experience but also minimises disruption to business as usual.  The Neighbourhood & Housing Service’s core values and aims are:   * To develop one coherent, intelligence led and modern housing service * To ensure we are a customer centric organisation * To ensure that we operate to the highest ethical standards * To be a service that fosters learning and innovation   The delivery of a new housing management system is fundamental to achieving our aims.  Working for the ICT Lead (Housing Management System) on the implementation of the Housing Management System including integrations & interfaces.  The Digital Developer will work within a small ICT project team and as directed by the ICT Lead (Housing Managament System) leading work streams as appropriate, to review the design and development of integrations to back office systems in accordance with service area business requirements.  Responsible for writing testing scripts, arranging user acceptance testing, documenting all work performed and working to recognised project management methodologies.  Manages, as directed by the ICT Lead (Housing Management System), external partners and contracts to provide services to support the delivery of the HMS Project, contributing to the ongoing management of the applications necessary to support the Council's services. |

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| **PRINCIPAL ACCOUNTABILITIES:**  ***Please note decision making must be included within the Principal Accountabilities*** | |
| 1. | To promote and safeguard the welfare of children, young people and/or vulnerable adults *(Service Area to include where appropriate)* |
| 2. | **Customer Focus** – In conjunction with the HMS ICT Lead develops and builds strong relationships with key stakeholders within relevant departments to understand business requirements and improve ICT’s ability to deliver digital functionality. Carries out Business process improvement, analysis and requirements gathering. |
| 3. | **Performance Management** – Responsible for the implementation and transition of projects/solutions to the business including liaising with the business to ensure user acceptance testing and training is completed as needed. Supports and performs all phases of testing leading to implementation. Assists in the planning and conducting of user acceptance testing. |
| 4. | **Statutory Obligations –** Ensures statutory controls and system compliance and security is met. Ensures services meet their statutory obligations with regards to technology and integration solutions. |
| 5. | Implements Digital Developments,Integration and Application Development, using skills such as, but not limited to, Visual Studio,SQL, SSRS, SSIS, C#, XML, JavaScript, Web Services, Windows Workflow tools, VB.Net, Java, JSP, C++, C, C#.net, PHP, , ASP.net, integration technology (such as API, SOAP / REST web services, structured file transfer, XML, DCOM etc). |
| 6. | Implements the integration of the Housing Management System, associated process improvements and the transition of these solutions into the business, including the necessary hand over required to ensure the solution can be maintained and supported as business as usual by the ICT operations teams. This will include data mapping, data extract transform and load, and may include use of pre-built adapters or API's. |
| 7. | Contributes or leads with the selection of systems, technology solutions and process improvements to meet business objectives – drawing upon the support of colleagues where required to develop technical build specifications and tender/contract documentation. |
| 8. | Actively participates in meetings associated with the delivery of specific ICT solutions, including management teams, external user groups, working parties and other internal and external meetings both as a representative of the service and of the authority. |
| 9. | Undertakes chosen project management methodology including, risk, issue, change, lessons learnt, and reporting as required (e.g. may be Agile/Waterfall/PRINCE2) |
| 10. | Delivers significant business change by providing guidance in line with digital strategy on how the organisation needs to change itself and its technology to meet business objectives, then implementing appropriate solutions.. |
| 11. | Provides expert technical knowledge, advice and guidance regarding key HMS technical solutions including associated interfaces, data flows and process workflows. |
| 12. | Contributes, as required and as appropriate, in the event of a Major ICT Incident, disaster Recover or Cyber Incident. |

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| **CORPORATE JOB REQUIREMENTS *(Do not delete or amend any of this section)*** |
| **1. POLITICAL RESTRICTIONS**  THIS POST IS POLITICALLY RESTRICTED UNDER THE PROVISION OF THE LOCAL GOVERNMENT AND HOUSING ACT 1989 ON THE BASIS OF THE FOLLOWING CATEGORY:  **THIS POST IS NOT POLITICALLY RESTRICTED** |
| **2. DIGNITY AT WORK**  To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people’s differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age).  Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Council’s Equal Opportunities in Employment Policy. |
| **3. HEALTH AND SAFETY**  The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull City Council, as your employer and you as an employee of the council. In addition to the Councils overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Council’s Corporate H&S policy. |
| **4. GENERAL**  The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Council are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Council. |

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| **DIMENSIONS:**  **All sections should be completed – if there aren’t any state ‘none’** |
| 1. Responsibility for Staff:  Matrix management of staff where necessary.  2. Responsibility for Customers/Clients:  Responsible to internal customers for project delivery and ICT solutions matters.  **3.** Responsibility for Budgets:  Contributes towards plans for departmental budget (non-pay).  4. Responsibility for Physical Resources:  Responsible for the development of ICT software systems (business applications, enterprise software systems, Intranet etc). Physical responsibility for ICT equipment and associated assets as part of the ICT solution. This will be as part of the transition to the Cloud.  Ensures the integrity, accessibility and security of sensitive data.  Ensures all ICT equipment allocated to them is kept safe and secure, mitigating all risks associated with loss, damage or theft. |
| **WORKING RELATIONSHIPS:**  **All sections should be completed – if there aren’t any state ‘none’** |
| 1. Within Service Area/Section:  On a day-to-day basis supports the ICT Lead (Housing Management System), HMS Project Manager and other ICT HMS project officers to ensure effective ICT solutions delivery.  2. With Any Other Council Areas  On a day-to-day basis, works with system users and service representatives to ensure information systems meet the needs and demands of the service.  3. With External Bodies to the Council  Where required, act as the technical authority in business systems and their effective use, change/issue management. |

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| **ORGANISATION CHART:** |
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|  | ***Tick relevant level for each category*** | | | | | |  |
| **Not applicable** | **Low** | **Moderate** | **High** | **Very High** | **Intense** | **Supporting Information**  **(if applicable)** |
| **PHYSICAL DEMANDS:**  Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment). |  |  |  |  |  | N/A |  |
| **WORKING CONDITIONS:**  Working Conditions **–** (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment). |  |  |  |  |  | N/A |  |
| **EMOTIONAL DEMANDS:**  Exposure to objectionable situations over and above that normally incurred in a day to day office environment. |  |  |  |  |  |  |  |

| **PERSON SPECIFICATION** | | | **Tick relevant column** | | **List code/s\*** |
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| **The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.**  *\*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS’s), T = Test/Assessment, P = Presentation* | | | **Essential** | **Desirable** | **How identified** |
| **1.** | **Qualifications:** | | | | |
| HNC and/or HND level qualification or equivalent level of experience.  Specific qualification requirement (if applicable): | |  |  | A |
| Evidence of continuing professional development and/or membership of a professional body. | |  |  | A,I,CQ |
| Project management qualification or experience, particularly in relevant methodologies such as Agile | |  |  | A,I,CQ |
| Supervisory management experience or training/qualification | |  |  | A,I,CQ |
| Technical qualification or training relevant or transferable area (e.g. Microsoft-Certified Professional (MCP), university studies, work-based training) | |  |  | A,I,CQ |
| **2.** | **Relevant Experience:** | | | | |
| Experience of delivering and planning services at an operational level | |  |  | A, I |
| Experience of successfully managing activity and performance targets | |  |  | A, I |
| Ability to build and maintain effective teams | |  |  | A, I |
| Corporate experience of business systems/data integration and managing issues | |  |  | A, I |
| Experience of working in a software/business systems role and Specialist experience surrounding business systems and data flow, and how it effects the operations of the organisation | |  |  | A, I |
| Experience of participating in and ideally leading work streams on, ICT and improvement projects, especially Integration, customisation, configuration of off-the-shelf existing software packages and/or development of in-house ICT solutions | |  |  | A, I |
| Experience in undertaking feasibility-type studies, debates and/or prototyping to produce ideas and argue/contrast these to determine the best course of action | |  |  | A, I |
| **3.** | **Skills (including thinking challenge/mental demands):** | | | | |
| Ability to manage improvement/remedial action change actions/ mini-projects. | |  |  | I |
| Able to problem solve in a relevant arena, and understand how changes and improvements effect the full end-to-end experience of the end user | |  |  | I |
| Specialist-level technical skills in a broad software development/provider environment with current and upcoming architecture and technology e.g. software development lifecycles and languages, integration technology. | |  |  | A, I |
| Skills to prioritise and manage workload effectively and with strong view to systems uptime and resilience | |  |  | A, I |
| **4.** | **Knowledge:** | | | | |
| Business analysis skills to an expert level | |  |  | A, I |
| Uses knowledge to be able to make decisions on the most  appropriate ICT solution based on business requirements | |  |  | A, I |
| Specialist detailed and mastered knowledge of relevant industry-standard software technologies (e.g. programming languages, database and web applications, service orientated architecture, object-oriented design, Web development/Services/design, relational database design etc.) | |  |  | A, I |
| Specialist skill-set in current and emerging software architecture (e.g. software development in a relevant language or architecture, open source solutions, software as a service, mobile apps etc.) | |  |  | A, I |
| **5.** | **Interpersonal/Communication Skills:**  **Verbal Skills** | | | | |
| Effective communication skills to be able to demonstrate effective questioning and answering dialogue with the full range of customers | |  |  | A, I |
| Ability to tactfully challenge questionable practices and behaviours in order to continuously improve the service provision to ICT customers | |  |  | A, I |
| Customer-focused skills and ability to report in an appropriate and effective manner. | |  |  | A, I |
| Highly developed co-ordination, time management and prioritisation skills to enable the post-holder to achieve plans and objectives in a timely and organised manner | |  |  | A, I |
| **Written Skills** | | | | |
| Report writing as subject specialist or as delegated by team manager to a variety of stakeholders, e.g. working group or senior manager | |  |  | A, I |
| Create and support technical and project planning documents | |  |  | A, I |
| Ability to write technical specifications, document set-up information and annotate code to common conventions | |  |  | A, I |
| **6.** | **Other:** | | | | |
| None | |  |  |  |
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| **The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.** | | | | | |
| **7.** | | **Competencies:** | | | |
| The competencies listed below are **all** essential requirements for working at Hull City Council in any post; however, those that have been ticked as essential have been identified as key competencies for this role and will be measured as part of the selection process. **They are not required to be addressed in the candidate’s application form**. |  |  |  |
| Leading forward |  | N/A |  |
| Improving services |  | N/A |  |
| Analysis and decision making |  | N/A |  |
| Making things happen |  | N/A |  |
| Communicating with impact |  | N/A |  |
| Collaboration |  | N/A |  |
| Developing self and others |  | N/A |  |
| A copy of the Competency Framework can be accessed via the Council’s website – www.hullcc.gov.uk/jobs | | | |
| **8.** | | **Additional Requirements:** | | | |
| Cross as an essential requirement if the candidate requires a Baseline Personnel Security Check (BPSS). |  | N/A |  |
| **9.** | | **Disclosure of Criminal Record:** | | | |
| The successful candidate’s appointment will be subject to the Council obtaining a satisfactory BASICDisclosure from the Disclosure Scotland (if crossed as an essential requirement). |  | N/A | Disclosure Scotland |
| If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record. |  | N/A | AF(after short listing) |
| If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only. |  | N/A | AF(after short listing) |