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| **Department** | Chief executives Department – corporate information and e services |
| **Job Title** | web technology Analyst/developer |
| **Grade** | I |
| **Primary Purpose of Job** | Design, creation, maintenance, integration and development of high quality business information systems and web technology environments to meet demanding customer requirements |
| **Reporting To** | Customer Service Manager |
| **Staffing**  **Responsibilities** | n/a |

**Main Duties**

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| **1** | Work with the team to provide project management of the whole life cycle of systems development including analysis, requirements specification, design, build, test, implement and maintain solutions to meet business requirements. |
| **2** | Effective communication and project management and responsibility for customer relationships, business analysis and specifications, lead developer on projects and managing project resources to successful delivery on time and to budget |
| **3** | Development of web based systems using PHP and other languages and solutions |
| **4** | Configuration and management of the web technology environment ensuring that it remains secure, robust, scalable including all patch release testing and change control processes for the production environment, working closely with the Councils technology partners and senior members of the team. |
| **5** | Building customer facing access and delivery services across the Council’s operations ensuring that the customer journey is a good experience and using performance measures based on customer satisfaction. |
| **6** | Support the Councils change champions in delivering new ways of working that are adopted by service access and delivery officers. |
| **7** | Pro-actively contribute to the Team’s service improvement action plans. |
| **8** | Pro-actively contribute to departmental and cross cutting business improvement/savings projects supporting innovative use of new technology. |
| **9** | Work closely with departmental research analysts to extract real time data and information to contribute to the Council’s Business Intelligence Information Hubs. |
| **10** | Work closely with the Councils GIS custodians to maximise the value of mapped based web technology to support customer access, performance management and local democracy |
| **11** | Work closely with the Council’s ICT officers to ensure that compliance is met for information security giving particular emphasis to web access to personal information. |
| **12** | To work with the Customer Service Manager in determining and achieving performance based service delivery |
| **13** | To constantly champion and promote the teams service standards and ethics across the council |
| **14** | To provide advice and guidance in a procurement process for any web based business system. |
| **15** | To work closely with partners and suppliers to deliver integration across web systems to support joint working. |
| **16** | Management of corporate data and information architecture to ensure that the Council maximises the value of its information assets by building and re-using common components. |
| **17** | Taking the use of web technology into new areas in particular for encouraging local engagement, customer consultation, participation and feedback maximising the use of web 2.0 tools. |

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| **Date Job Description prepared/updated:** | **October, 2018** |
| **Job Description prepared by:** | **Customer Service Manager** |



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| **Department** | | | | **Chief executives** | | |
| **Job Title** | | | | **web technology analyst** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | **Technical**   1. Ability to demonstrate a strong technical skillset that includes system development, use of system integration tools, and the use of web development technologies preferably Visual Studio. 2. Experience of working in an ‘n’ tier web environment & including IIS and ISA, proxy servers, apache, index servers and firewalls. 3. Experience of applying security standards for web based applications, the management of personal data & web standards including accessibility standards. 4. Experience of applying a robust change & version control process, including development, test, training and production environments, including source code. 5. Experience of developing & presenting technical requirement specifications. | | | | | Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview |
| 2. | **Project and Change Management**   1. Experience of project management methodologies preferably PRINCE, 2 including estimating project costs, leading a project team, project management software and managing risks within a project environment. 2. Experience of mitigating risk for business continuity. 3. Experience of understanding complex business issues and designing technical solutions that accurately reflect the problems/needs identified. | | | | | Application Form/Interview  Interview  Application Form/Interview |
| 3. | **Stakeholder Management and Communication**   1. Experience of presenting complex technical information to non-technical audiences including customers 2. Demonstrated high level of interpersonal and communication skills and understanding of why this is important to the role 3. Ability to negotiate with and influence stakeholders, partners and suppliers | | | | | Interview/Presentation  Interview/Presentation  Interview/Presentation |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Appropriate qualification or equivalent experience preferably in a Microsoft environment | | | Application Form | |
| 2. | | Web design tools such as Sharepoint designer, dreamweaver etc | | | Application Form/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Some out of hours and weekend work will be required | | | Interview | |
| 2. | | Must be willing to research best practice and emerging standards and apply them to current environments | | | Application Form | |

**Date Person Specification prepared/updated: October 2018**

**Person Specification prepared by: Customer Service Manager**

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.