

## Application Development Officer

- Salary/Grade: Grade 10, £28,221 - £30,756 per annum
- Fixed Term/Perm/Temp/Casual: Permanent
- Hours: 37 hours per week
- Location: Various Locations including NEDDC, Mill Lane, Wingerworth/BDC, The Arc, High Street, Clowne/Derbyshire Dales District Council and Rykneld Homes Ltd, Pioneer House, Mill Lane, Wingerworth
- Closing Date: 20<sup>th</sup> January 2019
- Interview Date: w/c 4<sup>th</sup> February 2019

## Job Details and Requirements

The ICT department is a joint ICT Service delivering services to North East Derbyshire, Bolsover, Derbyshire Dales Councils, and Rykneld Holmes.

The post is part of the Business Development team within ICT and will provide support and systems development to all three Councils.

The successful candidate will have a good working knowledge of systems/application development tools, they will be also have experience with web development and open source technology. An understanding of CRM and its application is important.

## Contact Details

For an informal discussion please contact Kristen O'Gorman, Projects and Development Manager, (01246) 217209 or [kristen.ogorman@ne-derbyshire.gov.uk](mailto:kristen.ogorman@ne-derbyshire.gov.uk)

## Application Pack

If you are interested in this post please go to the Jobs page on the NEDDC Website.

Our preferred method of application is online and **CV's will not be accepted.**

Alternatively, if you do not have access to the internet, you can:

- Telephone the NEDDC Contact Centre on 01246 217640
- Email [connectne@ne-derbyshire.gov.uk](mailto:connectne@ne-derbyshire.gov.uk) or [humanresources.bdc&neddc@ne-derbyshire.gov.uk](mailto:humanresources.bdc&neddc@ne-derbyshire.gov.uk)

Please return completed application form to HR & OD Shared Service, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG by the advertised closing date.

We are striving for diversity and welcome applications from all sections of the community.



## Job Description

<b>Job title and post number</b>	<i>Application Development Officer – BT005</i>
<b>Service Area and Directorate</b>	<i>Joint ICT Service, People Directorate</i>
<b>Reports to</b>	<i>Projects and Development Manager (CT0034)</i>
<b>Direct reports</b>	<i>N/A</i>
<b>Grade</b>	<i>10 (SP31-34)</i>
<b>Salary range</b>	<i>£28,221 to £30,756</i>

### Job purpose

1. To provide support and systems development functions to enable the customer service operational unit/s to deliver an effective, efficient, high quality customer service.
2. To design, maintain and develop the corporate websites and associated microsities for the Council and partners
3. Development of service information and streamlined processes for service delivery via the CRM and related systems
4. To develop solutions that lead to improvements in organisational performance, improved access and communication
5. To advise staff on the effective use of technology and information within the Council and in conjunction with its partners

### Duties and responsibilities

1. To undertake work of a complex nature including the planning, development and implementation of ICT systems. This includes understanding the issues that these changes may have on the Council or partner organisations.
2. To provide support, planning, maintenance and development of Council and partner websites and microsities and web applications. This includes addressing any identified security risks/issues and relevant upgrades to prevent potential vulnerabilities
3. To provide on-site support, as required, at any Council location or partner organisation, in relation to Business Applications used
4. To represent the ICT service at user groups, service review meetings and partnership organisations.

5. Coordinate user groups of departmental content providers and actively promote the production of standardised website content (this responsibility may not apply to all partners within the joint ICT Service)
6. Design, develop, implement and support new software and websites to meet the requirements of the business.
7. Re-design, develop, and support existing software and websites to meet the needs of the business.
8. Design, develop, implement and support solutions to integrate with current and future back office systems.
9. Ensure documentation is produced for system users and 1<sup>st</sup> line support and appropriate training is provided.
10. Liaising with ICT suppliers, and all other departments within the council to ensure exemplary support measures are in place and followed.
11. Ensuring all relevant Customer Services ICT system faults are accurately recorded and resolved.
12. Be pro-active in keeping up with the latest technical developments within the Call Centre, web and software development industry.
13. Providing training/guidance on the functionality of the CRM system and all other relevant software developed by the team
14. Maintaining a comprehensive and up to date knowledge of all relevant legislation and procedures.
15. Supervise secondees in the development of CRM scripts with regards to integrations with back office systems.
16. To manage simple and moderately complex projects in accordance with the Councils Programme and Project Management Framework.
17. To ensure that technology used by Council and partner organisations staff is available, reliable and efficiently used
18. To provide IS/IT advice for departments
19. To co-ordinate and supervise external engineers working on Council and partner organisations systems
20. To investigate new technological developments/advancements with a view to improving the performance, efficiency and effectiveness of the Council and partner organisations and recommend any changes to policy as a result of this
21. To ensure that ICT systems security policy and standards are enforced and maintained
22. Maintain professional links with Council and partner organisations staff to ensure compliance and coherence with corporate ICT standards and strategies

23. To develop close working relationships with customers to understand business needs and requirements with a view to improving their performance, efficiency and effectiveness
24. To develop and maintain professional relationships with appropriate external partners and advisory bodies
25. Ensure confidentiality of information in respect of records maintained and tasks undertaken within Council and partner organisations policy and as stipulated by legislation and the Government Connect Code of Conduct
26. To undertake such training as deemed necessary by the ICT Manager or Projects and Development Manager to maintain a high level of technical competence, including where available, the gaining of appropriate certification
27. Health & Safety – comply with Council and partner organisations policies and legislation
28. Customer Care – within resource constraints promote and deliver fair and quality services to Council
29. Environmental – Take account of Council and partner organisations environmental policies

### **Working conditions**

(If the job requires a person to work in special working conditions this should be stated in the job description. Special working conditions cover a range of circumstances from regular evening and weekend work, shift work, working outdoors, working with challenging clients, and so forth.)

### **Physical requirements**

(If the job is physically demanding, this should be stated in the job description. A physically demanding job is one where the incumbent is required to stand for extended periods of time, lift heavy objects on a regular basis, do repetitive tasks with few breaks, and so forth.)

### **Corporate Duties and Responsibilities**

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.

- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

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<b>Approved by:</b>	<i>Nick Blaney</i>
<b>Date approved:</b>	<i>07/12/2018</i>
<b>Reviewed:</b>	

**PERSON SPECIFICATION**

<b>Post Title:</b> Application Development Officer	<b>Section:</b> Joint ICT Service		
<b>Directorate:</b> People Directorate			
<b>Knowledge (Essential)</b>	<b>AM</b>	<b>(Desirable)</b>	<b>AM</b>
<ul style="list-style-type: none"> <li>To demonstrate a good working knowledge of at least four of the following web technologies; HTML, JAVASCRIPT, XML, CSS, ASP, PHP, Joomla, Good working knowledge of SQL Server and/or MySQL</li> <li>To demonstrate a good working knowledge of VB.net, C#, Visual Studio, IIS, SQL Server and Microsoft.net framework</li> <li>Good working knowledge of CMS systems</li> <li>Knowledge of web development and configuration in an Apache web server environment.</li> <li>Knowledge of customer service ethos and how change and improvements impact on the organisation</li> <li>A good appreciation of the range of services provided by the Council, partner agencies and other related bodies.</li> <li>Knowledge of Testing and implementation procedures</li> <li>Understanding of Political awareness/sensitivity</li> <li>Good knowledge and understanding of the latest CRM applications.</li> <li>Awareness of Data Protection and Freedom of Information legislation</li> <li>A knowledge and experience in using recognised Project Management techniques</li> </ul>	a, i & c	<ul style="list-style-type: none"> <li>Understanding the use of partnership working in the public sector</li> <li>Awareness of current issues shaping the future of local government and of ICT in particular and suggest options that will affect policies and procedures</li> <li>Knowledge of Joomla CMS</li> <li>Understanding of the Firmstep CRM system</li> </ul>	a & i
<b>Qualifications</b>			
<ul style="list-style-type: none"> <li>Educated to Higher Education level or 3 years' experience in a similar role</li> <li>ITIL Foundation</li> <li>Full driving license</li> </ul>		<ul style="list-style-type: none"> <li>ITIL Practitioner</li> <li>Prince2 or equivalent</li> <li>Relevant technical IT qualification or certification</li> </ul>	

<b>Experience</b>			
<ul style="list-style-type: none"> <li>• At least 3 years' experience in a similar role</li> <li>• Highly effective in the use of content managements systems</li> <li>• Implementing corporate policies</li> <li>• Proactive approach to employee development</li> <li>• Demonstrable technical problem solving</li> <li>• Working with PRINCE project management methodology or similar</li> </ul>	a & i	<ul style="list-style-type: none"> <li>• Have experience of using Microsoft Internet Information Services.</li> <li>• Experience in Apache Web Server.</li> <li>• Have experience of using XML Web Services.</li> <li>• Preparation, management and control of project budgets</li> <li>• Working in partnership with other local authorities and public sector organisations</li> <li>• At least 3 years' experience in a similar role in local government</li> <li>• Performance management of both service targets and individual targets</li> </ul>	a & i
<b>Skills</b>			
<ul style="list-style-type: none"> <li>• Customer first attitude</li> <li>• Ability to manage and drive through change</li> <li>• Project management</li> <li>• Effective communicator - in writing and verbal</li> <li>• Excellent interpersonal skills</li> <li>• Presentational skills</li> <li>• To develop solutions to customer requirements using current software and web technologies.</li> </ul>	a & i	<ul style="list-style-type: none"> <li>• Effective leadership skills</li> <li>• To have a good understanding of PC Networking technologies</li> <li>• To be familiar with the LINUX operating system.</li> </ul>	a & i
<b>Other Requirements:</b>			
<ul style="list-style-type: none"> <li>• Ability to form working relationships with internal and external customers/partners</li> <li>• Ability to work independently</li> <li>• Ability to be team player</li> <li>• Work planning and organisational skills</li> <li>• Able to work under pressure and deliver against tight deadlines</li> </ul>	a & i	<ul style="list-style-type: none"> <li>• Proactive approach to personal development</li> <li>• Political sensitivity</li> </ul>	a & i



**Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check**

**(c) (o) others**

**Equality Act 2010**

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

<b>Approved by:</b>	<i>Nick Blaney</i>
<b>Date approved:</b>	<i>10/12/2018</i>
<b>Reviewed:</b>	

