

London Borough of Lambeth

Job Description

Designation:	Digital Developer
Grade:	PO3
Directorate:	Residence Experience
Responsible to:	Head of Service for Digital and Design
Responsible for:	No line management responsibilities

1. **Purpose of the job**

The digital developer will be responsible for the development and engineering of digital solutions across the Council.

The post holder will be responsible for:

- Developing effective digital solutions including electronic forms (eforms), workflows and integrations, as directed by the Head of Service for Digital and Design.
- Designing, testing, improving and implementing code that meets user needs using front end programming languages.
- Undertaking user research to effectively engage with all stakeholders
- Ensuring that developments are current, fit for purpose, aligned to the Council's digital strategy, and follow good practice, including full documentation, prototyping and relevant testing as appropriate
- Identifying opportunities for the enhancement of digital solutions provision throughout the Council

2. **Principal accountabilities**

1. Take a technical lead on the council's digital solution developments, ensuring that all work is prioritised, quality assured and delivered on time whilst ensuring liaison with users both internal and external to the council.
2. Work closely with service areas and technology partners to deliver effective, integrated digital solutions for the Council. Act as a key contact with platform suppliers for any problems identified by service areas.
3. Use content management systems, and eForms to create, review and update online content based on evidence from user research, user testing, feedback, and analytics.
4. Provide support to internal forms users with any operational issues, as well as training for eForms owners as required..
5. Provide analytics on use of content, eForms and digital customer portal to support transformation work.
6. Be a Subject Matter Expert on the fit and suitability of digital solutions for directorate operations throughout the Council
7. Implementing quality control systems, processes and schedule of improvements to the existing library of forms, to ensure that all digital solutions are fit for purpose and meet the council's on-line standards and guidelines
8. Keep abreast of product improvements and best practice in the IEG4 and LocalGov Drupal platforms. Attend relevant training as required. Use this knowledge to contribute to service planning for the Digital Customer Portal.
9. Take responsibility for own personal and professional development ensuring that technical knowledge and skills are current and meet the demands of the post.
10. To carry out regular site maintenance including link-checking, accessibility checks, site reliability, archiving and audience usage analysis.
11. To work within the context of legislative frameworks and carry out the responsibilities of the post with due regard to the Council's Customer Care, Equal Opportunities, Health & Safety, and Investors in People Standard.
12. Such other duties as may be reasonably required, commensurate with the nature and grade of the post.

Resident Experience and Digital Digital Developer

Person specification

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked with (A) or with (✓Application/ Interview)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Qualification	Q1	Educated to degree level or holds an equivalent professional qualification	
Key Knowledge	K1	Good working knowledge and understanding of technology solutions to manage and support the provision of digital solutions across the Council, including internet, Intranet, customer portals, electronic forms, webchat and Chatbots	
	K2	Excellent understanding of the Government Digital Service design system and standards.	
	K3	Role related technical knowledge including, HTML, CSS, and Javascript	A✓
	K4	Understanding of challenges for public sector digital products, including responsive or adaptive design, usability and web accessibility compliance to WCAG 2.1 (Level – AA)	A✓
	K5	Confident with IT and able to learn new systems and software quickly.	
	K6	Creative approach to problem-solving.	
		Understanding and experience of the delivery of digital solutions to agreed business and technical specifications.	
Relevant Experience	E1	Demonstrable experience of engaging with and influencing stakeholders at all levels.	A✓
	E2	Experience of using web development, content management, document management, digital assurance, electronic form (eforms) and customer portal solutions .	A✓
	E3	Experience of eForms or survey design as well as building and maintaining workflows	

	E4	Experience of development using 3rd party IT and service suppliers.	
	E5	Experience of working in and agile team.	
	E6	Experience of coaching or mentoring junior team members.	
	E7	Experience of consulting service users and stakeholders, analysing their views and needs to achieve an agreed and accepted positive outcome.	A✓
Core Behaviours	B1	Focuses on citizens - is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.	
	B2	Takes Ownership: - is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.	A✓
	B3	Works Collaboratively: - is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results	
	B4	Communicates Effectively: - is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.	
	B5	Focuses on Results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.	A✓

Organisation Chart

