



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Senior Applications Support Development Specialist (Digital)		
GRADE:	G9	SERVICE AREA:	DaTS
JOB CODE:	RT379SDADG9		Digital team
REPORTS TO:	Digital Customer Platform Manager	LOCATION:	As Reasonable Determined
SPECIAL CONDITIONS:	Availability outside normal working hours as may be reasonably requested		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

This role is instrumental in the provision of digital application development across the Council:

- To manage the technical implementation and support of the Council's DaTS digital applications.
- To provide development for local, cloud based and enterprise systems.
- To continue the development of Walsall Council's Drupal Content Management System (CMS) and integration into digital deliverables including Microsoft Power Platform Applications.
- Support DaTS initiatives for improvements to council services.
- Working with stakeholders at all levels.

3. Role specific duties and accountabilities:

Horizon Scanning

- To develop applications and automated processes using various CMS solutions and the Microsoft Power Platform (including Power Apps, Power Automate, SharePoint) to improve business processes within council services.
- To support day to day operations, resolving incidents and requests.
- To complete the transition of new development into support post go-live.
- To adhere to industry standard and applicable council design principles.
- To develop processes, workflows and APIs in Drupal to a level to that enables the customisation of the council internet and microsites. Integrate existing council systems and services into the Digital Hub architecture, including Drupal.
- To write detailed technical design documentation, specifications and plans.
- Provide advice and guidance to DaTS business partners, solutions architects and customers with regard to technical specifications and business solutions. Enabling purchasing decisions on what is purchased, from where, at what price and when, as well as evaluating availability of Contrib modules (Drupal).
- To continuously develop, configure, test and implement software systems that enable effective service delivery and value for money.
- To lead root cause analysis of system issues and resolve issues and where necessary. Carry out configuration and/or development and optimisation in council designed and built software systems.

Leading People

- Provide support to users, DaTS service desk and other DaTS officers to resolve routine and complex application service calls including incidents; problems; and service requests.
- Escalate, as appropriate, all issues with service calls to the relevant third parties, nominated customer contacts, DaTS officers, team leaders and managers ensuring that issues are dealt with in accordance with service level agreements.

Managing Resources

- To work alongside business analysts, systems analysts and project managers in requirements analysis and subsequent development.
- Possess strong problem solving and decision making skills whilst using good judgment.
- Supervise and co-ordinate the training and development of DaTS colleagues and other assigned staff.
- Allocate and monitor the work of a small group of applications officers and assigned staff, including apprentice mentoring.

- Manage and lead others in the technical resolution of high profile incidents and Severe Service Disruptions such as loss of service of a key application; missing or erroneous financial interfaces.
- Manage small to medium projects to agreed quality, timescale and budget.

Managing Performance

- To help and manage the recruitment of junior members of the team.
- Ensure staff are managed and supervised in order to deliver an effective DaTS service.

Managing Self

- To work co-operatively with colleagues within the values of the council, to achieve the aims, objectives, standards and targets of the post and the council.
- To contribute to the council's and DaTS continued achievement of quality standards, including but not limited to ITIL, ISO, GDS and WCAG, through individual and team performance improvements.
- To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan, attend relevant training and to review this with the line manager.

4. Key Stakeholders and reporting lines

- The job periodically involves contact with, or work with, internal customers, including councillors, experiencing issues with their applications; external customers; and third party suppliers.
- The job also requires you to be able to deliver user-focused applications and integrate and manage feedback from our external users.



JOB TITLE	GRADE	
<p>Using the job description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.</p>	<p>Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T</p>	<p>WEIGHT CODE shows relative importance Low=1 Medium=2 High=3</p>
<p><u>Behaviours:</u></p>		
<p>Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.</p>	A/I	3
<p>Leadership - Leads by example, optimising those resources allocated. Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.</p>	A/I	3
<p>Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.</p>	A/I	3
<p>Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.</p>	A/I	3
<p>Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.</p>	A/I	3
<p>Abilities/Skills: (refer to JE guidance document)</p>		

<p>Must be able to demonstrate substantial practical experience and knowledge using the following development technologies:</p> <ul style="list-style-type: none"> • content management systems including Drupal • programming languages including PHP, twig files, HTML5 & CSS and preferably .Net; JavaScript, SQL, SharePoint and Power Platform • Xamp and gitbash or any other similar software 	A/I	3
Able to work independently, without ready access to more senior officers, assertively and under pressure in delivering to very tight deadlines and managing conflicting demands	A/I	3
Able to manage projects to the agreed quality, timescales and budgets (up to £50k) following and adhering to the procurement guidelines.	A/I	2
Able to work with concentrated mental attention for lengthy periods on a range of activities (e.g. problem solving, requirements gathering, design, build and testing) covering the whole range of the software development lifecycle.	I	3
Able to manage own and others workload and performance and consistently meet deadlines and performance targets	A/I	2
Able to understand accessibility and write accessible code that complies with WCAG 2.2	A/I	3
Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, elected members, other stakeholders, contractors and auditors whilst dealing with challenging, emotional or sensitive demands.	I	2
Extensive practical experience of delivering software and applications support working within Agile practices on a day-to-day basis	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A	
An understanding of cloud base solution preferably Azure - Azure Functions, Web Apps, Storage Blobs and Azure pipelines	A	
Knowledge of Microsoft's products preferably Power Platform - PowerApps, Power Automate, Power Portals, Dataverse, SharePoint,	A	
Knowledge of database principals and experience of deploying these within databases such as SQL	A/I	3
Strong knowledge of data security principals	A/I	2
Experience of developing Software to time and relevant quality standards and maintaining source control standards	I	3

Experience of working on applications in Data Platform services	I	2
Experience of SQL/SSMS/databases	I	3
Experience of application architecture	I	2
Ability to analyse and resolve software development problems	I	3
Experience of xamp, DDEV, gitbash or similar software	A	
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Certified in relevant disciplines (Azure, DevOps, SharePoint) or equivalent experience	A/I	3
Qualified by experience within DaTS support & development environments and / or an appropriate discipline at degree level	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by:	Rachael Keating	Date: 17/01/24

