

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS13-1988	Grade M
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Job purpose: Investigate, analyse, design and deliver a significant programme of work which includes managing discrete projects / casework and initiatives affecting services across the council.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems..
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to motivate and lead small teams of specialist staff. Experience of managing projects with service / organisation impact.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more). Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.

	<p>Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions.</p> <p>Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners.</p> <p>Lead professional and point of contact to provide technical specialist solutions.</p> <p>Apply good judgement, sensitivity and diplomacy required in all dealings with others.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback.</p> <p>Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Senior Development Operations Engineer (In House Apps)	
Role profile family:	Organisational Support	
Role profile number and grade:	OS13-1988	Grade M
Number of posts:	9	
Service/Team:	ICT Projects & Programme	
Reports to:	Product Owner	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / function Context

The overall responsibilities of the service/function are:

As an ICT Service, our primary purpose is that we **empower people through technology**. In order to achieve this and support the corporate goals, IT needs to work, all the time, and every time. IT solutions need to be delivered quickly and issues resolved quickly. IT needs to be simple, complexity adds risk and makes solutions difficult to use and to support. ICT has a responsibility to ensure that the data and information held by the Council in our systems, is kept safe and confidentiality is maintained where required, that data maintains its integrity and that it is available for use by those who have the appropriate permissions to access it.

Our Mission is to build and maintain a high quality technical and applications infrastructure that supports the organisation's front line services and enables them to provide cost effective and efficient services to the people of the County of Wiltshire.

Job Purpose

This role takes the solutions designs produced by the Architect roles, defined by the Product Owner and build it. They must have excellent technical ability and have full understanding of the complexity of the various technical elements of coding, and be able to apply software methodologies, know product information and work flow. It is essential they keep abreast of emerging technologies so that the Council can build its own versions of them, e.g. mobile apps. Where the council purchases vender produced software this role has to “blend” the software with current council used software to deliver a coherent product whilst still achieving business needs but without affecting current networks, products in use.

The postholder will work within a specific product team, alongside other DevOps Engineers specialising in commercial software towards a roadmap defined by the Product Owner, working in sprints to deliver a product set delivering business outcomes. They will work alongside the systems analyst, and architects to ensure appropriate information is provided to start development. Engaging and being an active member in sprint planning sessions, stand-ups and retrospectives

Specific duties and responsibilities include:

- Leads and advises on current digital trends and technologies and champions the use of new technologies and their utilisation, driving appropriate business practice changes via the software they develop.
- Interpret and influence customer requirements into relevant, accurate deliverables. The ability to translate between the business requirements on paper (from the systems analyst), the technical design (from the architect) and the actual software architecture required to deliver the solution is paramount.
- Create new digital solutions and integrate with existing back office applications to meet new requirements, in order to minimise costs, maximise the use of existing assets and retain a simple, easy to manage, supportable and affordable digital product suite.
- Responsible for the development of user manuals and support/design documentation to ensure all in-house developed solutions are able to be fully exploited by customers and supported by ICT, online guidance for the public will also be required.
- Mentoring of junior roles to develop in-house skills for the future, providing advice guidance and support.
- Maintains the confidentiality and security of sensitive data, whether held electronically or in hard copy, and promptly reports all breaches, or potential breaches, of our Information Security Policy to the Information Assurance Team.
- Work alongside team members from multiple teams in a Matrix managed environment including members from ICT, Communications, HR, and relevant service areas as required.
- Work with the systems analyst to ensure that business requirements in the form of user stories, flow and wireframe diagrams are translated into high quality products
- Customisation to meet & automate business processes utilizing Microsoft Dynamics, Power Automate and Power Apps

- Develop applications and bespoke integrations between applications in the appropriate programming language in a methodical way including code commenting and appropriate supplementary documentation
- Work with the test lead to execute test plans in line with established practices including documentation of results and remediation of un-expected findings
- Investigation and resolution of highly technical faults that occur during the systems development or initial warranty period after transition to “live”

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to Degree level in their chosen field of expertise i.e. BSc in Computing 2:2 or above or have proven work experience in the chosen discipline over a long period of time coupled with professional qualifications
- Solid understanding in developing for multiple devices and platforms (e.g. Windows, Android, laptop, smartphone)
- Understanding of user experience design and relevant accessibility standards for applications and websites
- Expert in system integration using RESTful API's; creating and consuming web services
- Expert knowledge in Azure technologies such as AAD, B2C, Service Bus, WAF and other Azure development functionality such as Azure functions
- Expert in Microsoft software such as Visual Studio, Azure DevOps, Pipelines, IIS
- Knowledge and experience in database technologies and queries for Oracle, SQL & Cosmos
- Expert in software and web platform development in .Net, C#, HTML, CSS, JavaScript, XML/XSLT, PHP, JQuery and JQuery UI
- Expert in Powershell
- Understanding of appropriate service management methodologies (e.g. ITIL)
- Demonstrable success in providing design, development and support services to a large, complex and regulated corporate infrastructure.
- Ability to break down complex programming problems into concepts that can be understood and contributed to by our customers.
- Familiar with system development techniques such as Scrum, Agile or DevOps
- Experience of working both independently and in a team-oriented collaborative environment is essential
- Experience of re-prioritising activities based on business demand

Desirable

- Strong written and oral communication skills at all levels
- Experience of working in a DevOps environment
- Management of Pipelines in Azure DevOps
- Experience or qualification in secure coding
- Qualification in software testing
- ITIL qualification

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>
Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>
Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>