Job Profile

JOB TITLE:	**Senior Software Engineer**
GRADE:	**POC**
POST NO:	
JOB TIER:	**5**
DBS CHECK:	**post specific**
GROUP:	**Residents Services**
SERVICE:	**ICT**
SFIA Level of Responsibility:	**5**

REPORTING STRUCTURE

Reports to:	**Solution Development Manager**
Direct Reports:	**none**
Indirect Reports:	**none**

ROLE PURPOSE:

This is a key role in the design, programming, integration, testing, supporting, documentation and maintenance of new or amended software systems within agreed development and security standards and processes; the senior software engineer will translate requirements into workable programming code, and maintain and develop programmes for use in the business.

The senior software engineer will also be required to provide all aspects of second line

support for a number of third party (COTS) applications as required by the Solutions Development Manager..

SFIA Level of Responsibility: Level 5

Autonomy
Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence
Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments.

Complexity
Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.

Business skills
Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Takes all requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

A. Job Description

1. People Management

▪ No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Resident & Community Contribution

▪ To demonstrate understanding of the Council's *Customer Care Standards* and ensure

that these standards are met in order to deliver the Council vision of 'putting our residents first'.

3. Operational Service Delivery

Development
- ▪ To define and design systems software and software components by analysing requirements and solution architecture designs.
- ▪ To code, test, correct and document software programs or scripts and assist in the implementation of software which forms part of a larger, integrated information or communications system, implementing agreed standards and tools to achieve a well-engineered result.
- ▪ To adhere to team-based standards for programming tools and techniques, including security guidelines, and the selection of appropriate development methods.
- ▪ To take technical responsibility for all stages and/or iterations in a software development project, working closely with various project stakeholders.

User Acceptance
- ▪ To support user reviews and conduct user-acceptance testing to ensure the software system can be used easily, quickly and accurately.

Documentation
- ▪ To write detailed documentation for the operation of the software and systems by users and other ICT support roles

Support
- ▪ To provide second line Application support by troubleshooting and resolving ICT related application software support issues.
- ▪ To collaborate with colleagues and other stakeholders in reviews of specifications or software system performance as is appropriate.

4. Service Planning & Development

- ▪ Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- ▪ To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Any role specific regular contacts.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed PADA objectives.

B. Person Specification

Senior Software Engineer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Degree level in relevant field (Computer Sciences) or equivalent experience	✓	
Evidence of CPD	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL ✓**	**DESIRABLE ✓**
Ability to work flexibly to meet the needs of the service, including some out of hours work as required.	✓	
3. EXPERIENCE & KNOWLEDGE	**ESSENTIAL ✓**	**DESIRABLE ✓**
Experience developing and supporting system integrations or interfaces including using web APIs where appropriate	✓	
Significant experience using three or more of the following: Supporting and maintaining at least one major COTS application, PL/SQL / SQL / t-sql, JavaScript, Python, PHP, HTML5 / CSS, XML, .NET, MS PowerShell or Curl scripting, MS SSIS, ETL processing, SQlServer databases SAP Business Objects, MS Power BI / Power Apps Web Form development and end point integration	✓	
Understanding the DevOps role and environment	✓	
Knowledge and experience in data modelling and data architecture		✓

4. SFIA CORE COMPETENCIES	LEVEL REQUIRED
Technical specialism Maintains an in-depth knowledge of specific specialisms, and provides expert advice regarding their application. Can supervise specialist consultancy. The specialism can be any aspect of information or communication technology, technique, method, product or application area.	5
Emerging Technology monitoring Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.	5

v1. last update xx/xx/xx. evaluated xx/xx/xx.

Systems Design Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality, security and systems management requirements.	5
Database design Develops and maintains specialist knowledge of database concepts, object and data modelling techniques and design principles and a detailed knowledge of database architectures, software and facilities. Analyses data requirements to establish, modify or maintain object/data models. Evaluates potential solutions, demonstrating, installing and commissioning selected products.	4
Programming/Software development Sets local or team-based standards for programming tools and techniques, including security guidelines, and the selection of appropriate development methods. Advises on application of standards and methods and ensures compliance. Takes technical responsibility for all stages and/or iterations in a software development project, providing method specific technical advice and guidance to project stakeholders. Assigns work packages, monitors performance and manages change control dynamically, to optimise productivity. Provides advice, guidance and assistance to less experienced colleagues as required.	5
Information Content Authoring Engages with senior content owners, using objective evidence to determine the content needs of users. Controls, monitors and evaluates web content to ensure quality, consistency and accessibility of messages. Designs the content and appearance of complex information deliverables (e.g. web pages) in collaboration with clients/users. Moderates content and ensures it can be reused. Creates and tests complex, well engineered deliverables to support simple, clear, fast services. Interprets analytics data to optimise content so that it meets user needs and is optimised for search engines. Reviews work of other content designers for consistency and accuracy, and takes responsibility for its publication. Understand the implications of publishing content and manages the risks of doing so.	4

5. COMPETENCIES	ESSENTIAL
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓