



Job Profile

JOB TITLE:	Senior Software Engineer
GRADE:	POC
POST NO:	[insert post number]
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Technology
SERVICE:	Corporate Services
SFIA Level of responsibility:	5

REPORTING STRUCTURE

Reports to:	Application Systems Team Leader
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 (ie Social Care & Education Solution, Housing, Planning, Financial systems etc) as required by the Application Development & Support Manager or Application Systems Team Leader.

Key Responsibilities:

- Design, develop, and maintain robust software applications
- Code, test, correct and document software programs or scripts to assist in the implementation of business applications
- Support business users in their user acceptance testing (UAT)
- Write fit for purpose documentation for the operation of software and systems
- Provide all aspects of second line support for COTS applications, liaising with supplier support teams where necessary to troubleshoot and resolve issues

SFIA Level of Responsibility: Level 5

Autonomy

Works under broad direction. Work is self-initiated, consistent with agreed operational and budgetary requirements for meeting allocated technical and/or group objectives. Defines tasks and delegates work to teams and individuals within area of responsibility.

Influence

Influences critical decisions in their domain. Has operational level contact impacting execution and implementation with internal colleagues and external contacts. Has significant influence over the allocation and management of resources required to deliver projects.

Complexity

Performs an extensive range of complex technical and/or professional work activities, requiring the application of fundamental principles in a range of unpredictable contexts.

Knowledge

Applies knowledge to interpret complex situations and offer authoritative advice. Applies in-depth expertise in specific fields, with a broader understanding across industry/business.

Business skills / Behavioural factors

Decision-making

- Uses judgement to make informed decisions on actions to achieve organisational outcomes such as meeting targets, deadlines, and budget.
- Raises issues when objectives are at risk.

Planning

- Analyses, designs, plans, establishes milestones, and executes and evaluates work to time, cost and quality targets.

Collaboration

- Facilitates collaboration between stakeholders who have diverse objectives.
- Ensures collaborative ways of working throughout all stages of work to meet user/customer needs.
- Builds effective relationships across the organisation and with customers, suppliers and partners.

Problem-solving

- Investigates complex issues to identify the root causes and impacts, assesses a range of solutions, and makes informed decisions on the best course of action, often in collaboration with other experts.

Improvement mindset

- Identifies and evaluates potential improvements to products, practices, or services.
- Leads implementation of enhancements within own area of responsibility.
- Assesses effectiveness of implemented changes.

Creativity

- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.

Communication

- Communicates clearly with impact, articulating complex information and ideas to broad audiences with different viewpoints.
- Leads and encourages conversations to share ideas and build consensus on actions to be taken.

Leadership

- Provides leadership at an operational level.
- Implements and executes policies aligned to strategic plans.
- Assesses and evaluates risk.
- Takes all requirements into account when considering proposals.

Adaptability

- Leads adaptations to changing business environments.
- Guides teams through transitions, maintaining focus on organisational objectives.

Learning and development

- Uses their skills and knowledge to help establish the standards that others in the organisation will apply.
- Takes the initiative to develop a wider breadth of knowledge across industry and/or business and identify and manage development opportunities in area of responsibility.

Digital mindset

- Recognises and evaluates the organisational impact of new technologies and digital services.
- Implements new and effective practices.
- Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.

Security, privacy and ethics

Contributes proactively to the implementation of professional working practices and helps promote a supportive organisational culture.

Job Description

Senior Software Engineer

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

1. 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'.

2. People Management

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

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 that is fit for purpose for the operation of the software and systems by users and other IT support roles

Support

- To provide second line Application support by troubleshooting and resolving IT 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 to assist in the effective management of the allocated contracts budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To assist in implementing continuous monitoring of the portfolio of COTS applications / systems performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

7. Contacts

- Primary contacts will be with business stakeholders, service users and other officers within the Council
- Any other role specific regular contacts

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Participate in the councils emergency planning arrangements / rota.
- Participate in the Technology teams out of hours support rota, to provide emergency support to teams working outside office hours.

9. Key Performance Indicators

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Delivery against agreed PADA objectives

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Person Specification

Senior Software Engineer

This person specification will be used for recruitment to the Senior Software Engineer vacancy in LBH. 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
Relevant degree or equivalent professional qualification in an ICT related field or equivalent experience	☒	
Experience in a local government or public sector environment		☒
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	ESSENTIAL	DESIRABLE
Demonstrable experience in 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 (including Social Care & Education systems such as LAS, LCS, EHM, EYES, Portals; Housing such as NEC Housing, Active Housing, Oneserve; Financial systems such as Oracle Fusion, Access Pay360 Suite etc), PL/SQL / SQL / t-sql JavaScript, Python, PHP, HTML5, CSS, Bootstrap, XML .NET, MS Powershell or Curl scripting MS SSIS, ETL processing, SQLServer databases SAP Business Objects MS Power Platform Web form development and end point integration	☒	
Understanding the DevOps role and environment	☒	
Understanding the GDS Design Standards which are a set of principles and guidelines for designing digital services in the UK government.	☒	
Excellent verbal, written communication, presentation and interpersonal skills, able to analyse information and interpret it for non-experts	☒	

Highly numerate and IT literate, able to work effectively with the Microsoft Office365.	☒	
Knowledge and experience in data modelling and data architecture		☒
4. KNOWLEDGE & SKILLS (SFIA CORE COMPETENCIES)	ESSENTIAL	LEVEL REQUIRED
Specialist advice (TECH) Provides professional advice that informs operational leadership and influences the translation of strategy into operations in their specialist area. Oversees the provision of specialist advice by others. Consolidates expertise from multiple sources, including third-party experts, to provide coherent and professionally sound advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.	☒	5
Emerging Technology monitoring (EMRG) Monitors the external environment to gather intelligence on emerging technologies. Assesses and documents the impacts, threats and opportunities to the organisation. Creates reports and technology roadmaps and shares knowledge and insights with others.	☒	5
Systems Design (DESN) Designs large or complex systems and undertakes impact analysis on major design options and trade-offs. Ensures the system design balances functional and non-functional requirements. Reviews systems designs and ensures appropriate methods, tools and techniques are applied effectively. Makes recommendations and assesses and manages associated risks. Adopts and adapts system design methods, tools and techniques. Contributes to development of system design policies, standards and selection of architecture components.	☒	5
Programming / Software development (PROG) Takes technical responsibility across all stages and iterations of software development.	☒	5

Plans and drives software construction activities. Adopts and adapts appropriate software development methods, tools and techniques. Measures and monitors applications of project/team standards for software construction, including software security. Contributes to the development of organisational policies, standards and guidelines for software development.		
Database design (DBDS) Implements physical database designs to support transactional data requirements for performance and availability. Develops and maintains specialist knowledge of database and data warehouse concepts, design principles, architectures, software and facilities. Assesses proposed changes to object/data structures and evaluates alternative options. Implements data warehouse designs that support business intelligence and data analytics.	☒	4
Content design and authoring (INCA) Designs the content and appearance of complex information artefacts. Controls, monitors and evaluates content to ensure quality, consistency and accessibility of messages and optimal use of chosen media. Understands and manages risks associated with publishing content. Moderates content and ensures content can be re-purposed appropriately. Reviews work of others and takes responsibility for ensuring appropriate publication.	☒	4
5. COMPETENCIES	ESSENTIAL	
Residents and Community Focus Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect.	☒	

Aware of Local Government purpose & Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.		
Accountability and Delivery Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	☒	
Inspirational Collaboration Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace.	☒	
Drives Change and Improvement Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes Remains positive and engages with change and service improvement. Remains open-minded to new ideas.	☒	

Our values
Respect We appreciate what makes us different and include everyone. We recognise that we all have unique talents, skills and experiences. We provide a professional service to our residents and colleagues and lead by example. We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. We work collaboratively as one council. We promote creativity and innovation to improve outcomes for all. We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. We are empowered to deliver the most efficient outcome. We harness new technology and tools to deliver our services efficiently. We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. We choose what is right over what is easy. We trust and support each other to get the job done. We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. We provide a safe space to have truthful discussions in a positive way. We encourage constructive feedback without fear of judgement.