



Job Profile

JOB TITLE:	Junior Software Engineer
GRADE:	SO1
POST NO:	TBC
JOB TIER:	5 (non-management)
DBS CHECK:	N/A
GROUP:	Corporate Services
SERVICE:	Technology
SFIA Level of responsibility:	2

REPORTING STRUCTURE

Reports to:	Application Systems Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The Junior Software Engineer will play a crucial role in the testing, support, data quality and maintenance of software systems providing ICT support to users across the Council. This role involves working with the Applications Development Team as well as business stakeholders to support various project activities. The role will also provide support to help improve processes, software applications providing second-line support for applications or integrations as required by the Applications Development & Support Manager or Applications Systems Team Leaders to ensure

that software systems are reliable, fit for purpose and meet the needs of the business.

Key Responsibilities:

As a Junior Software Engineer, you'll work at Hillingdon Council and get hands-on experience in a devOps environment. You'll gain new skills and work alongside experienced staff and have responsibility for a project, from its start and see it through to the end.

SFIA Level of Responsibility: Level 2

Autonomy

Works under routine direction. Receives instructions and guidance, has work regularly reviewed.

Influence

Is expected to contribute to team discussions with immediate team members. Works alongside team members, contributing to team decisions. When the role requires, interacts with people outside their team, including internal colleagues and external contacts.

Complexity

Performs a range of work activities in varied environments.

Knowledge

Applies knowledge of common workplace tasks and practices to support team activities under guidance.

Business skills / Behavioural factors

Decision-making

- Uses limited discretion in resolving issues or enquiries.
- Decides when to seek guidance in unexpected situations.

Planning

- Plans own work within short time horizons in an organised way.

Collaboration

- Understands the need to collaborate with their team and considers user/customer needs.

Problem-solving

- Investigates and resolves routine issues.

Improvement mindset

- Proposes ideas to improve own work area.
- Implements agreed changes to assigned work tasks.

Creativity

- Applies creative thinking to suggest new ways to approach a task and solve problems.

Communication

- Communicates familiar information with immediate team and stakeholders directly related to their role.
- Listens to gain understanding and asks relevant questions to clarify or seek further information.

Leadership

- Takes ownership to develop their work experience.

Adaptability

- Adjusts to different team dynamics and work requirements.
- Participates in team adaptation processes.

Learning and development

- Absorbs and applies new information to tasks.
- Recognises personal skills and knowledge gaps and seeks learning opportunities to address them.

Digital mindset

- Has sufficient digital skills for their role; understands and uses appropriate methods, tools, applications and processes.

Security, privacy and ethics

- Has a good understanding of their role and the organisation's rules and expectations.

Job Description

Junior 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.

Full training and support will be given so that you will be able to take on the following responsibilities:

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

Support & Development

- Triage support tickets allocated to the Application Development & Support Team and be part of a rota to be the first point of contact for the team on support tickets; providing support to users and other colleagues in the team, ensuring the support tickets have the necessary details on them to ensure they can be resolved in a timely manner.
- Escalate issues internally and externally where appropriate, keeping an issues log and ensuring the support tickets and stakeholders are kept up-to-date accordingly.
- Undertake regular application system checks as required
- Take ownership of user's issues, be proactive in response and provide / arrange training and advice as necessary.
- 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. Working collaboratively with teams in project work activities and assisting in supporting upgrades and projects as required

User Acceptance

- To support user reviews and conduct user-acceptance testing to ensure the software system can be used easily, quickly and accurately.
- Run test scripts or test cases to assist in the implementation of business applications or upgrades

- Support business users in their user acceptance testing (UAT)

Data Quality Improvement

- Managing data quality by identifying, developing, and reviewing changes to data, procedures, and supporting documentation to ensure the integrity of data
- Ensuring the accuracy and integrity of data within software systems. This includes identifying and resolving data quality issues, performing data matching, and managing duplicate records
- To support instances where matching records across different systems is required, ensuring that data is accurate before migration to new systems. This involves working on large datasets and resolving duplicate records

Documentation

- Support the writing of documentation to help improve processes for business users in new features or functionality within the applications
- Support the training of business users as required
- Support the writing of fit for purpose documentation for the second line support and operation of software and systems

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Manage and prioritise the allocated workload effectively making best use of time and resources to deliver an effective service, ensuring your manager is kept informed of issues, delay or planned absence.

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.

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 making improvements to processes and application systems as part of upgrades or projects as required
- Demonstrate a commitment to continuing professional development (CPD) and to bring new skills to the team.

7. Contacts

- Develop and maintain effective working relationships with colleagues, customers and other relevant business stakeholders within the Council

- Work collaboratively to achieve own and department's financial KPIs and objectives
- At all times to exercise high standards of customer and user care in a professional and pleasant manner.
- Liaise with external support service desks for COTS application systems and suppliers as required.

8. Additional Responsibilities

- Undertake any other duties and responsibilities as may be determined by the the Application Support & Development Manager and Team Leaders
- Ensure the reliability, availability, confidentiality and security of all the Council's data and information.
- Actively promote Cyber Security awareness throughout your work activities
- 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 MTFE saving targets.
- Delivery against agreed PADA objectives

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Person Specification

Junior Software Engineer

This person specification will be used for recruitment to the Junior 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
A Levels (including Computer Science) or a BTEC in ICT, or have passed a Level 3 Software Development Technician Apprenticeship	☒	
Demonstrate technical aptitude	☒	
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
Experience of working effectively within a team	☒	
Knowledge and experience of supporting any software application or any of the following IT skills: 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	☒	
Experience of problem solving and / or writing user test scripts	☒	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Excellent verbal, written communication, presentation and interpersonal skills, able to analyse information and interpret it for non-experts	☒	
Strong influencing skills, able to work intuitively and liaise effectively with a wide range of stakeholders.		☒
Highly numerate and IT literate, able to work effectively with Microsoft Office365.	☒	
Good attention to detail and organisation skills and the ability to plan and meet deadlines.	☒	

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.