



wdh

Job Description

Job Title:	Web Developer
Grade:	Grade 8
Section:	Business Systems
Reports to:	Systems Development Manager
Responsible for:	None

The Job

Is to:

- undertake and co-ordinate all web development, design and content entry on all the company's web-based systems and applications, including the WDH web site, intranet, other web sites, online services, performance management and other portals and services, and associated security;
- lead on the liaison with corporate communications, and with managers and employees in other departments to plan and develop online systems and web content, in line with the organisation's Business Strategy, for example to lead on the promotion of the use of self service systems and digital inclusion; and
- lead on further development of mobile applications and associated APIs within WDH for both customer applications and employee applications.

The Bigger Picture

You will:

- research emerging technology, best practice and industry trends, in order to contribute to IT strategy and offer advice and guidance to managers and other employees on the use of the development tools and to ensure that web standards are followed and that a high quality of development is maintained;
- work with ICT managers, employees in other departments, external organisations and customers in the development of the online systems;
- assist in the support of a wide range of online and other systems, including emergency fault resolution and support as required;
- plan, manage and undertake the investigation, design, programming, testing, implementation and maintenance of web-based information systems either on a project by project basis or within a team environment; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

The Day to Day

You will:

- liaise with other managers and departments to propose, influence and encourage the business changes required for the development, planning and design of on-line technology, applications and web sites, across a range of devices and methods of working;
- work with a wide range of employees, customers and other stakeholders in the design, understanding requirements, and promotion of on-line systems, and in the support, training and fault resolution of on-line systems;
- enhance existing and develop new web-based applications and mobile applications including design, coding, testing and implementation;
- analyse and report on the use of online systems using advanced tools and analytical skills and to recommend further projects, developments or actions based on findings and research;
- undertake specific aspects of the design, data security, development and co-ordination of the company's web site and other systems and applications, to ensure data is kept confidential and secure, to investigate and research the security measures required, including for appropriate interfaces to other systems, both internal and external;
- manage the administration of database and security features within the organisations web-based systems and web sites; and
- ensure a high level of quality is maintained by developing to known standards for web accessibility, usability and system design.

Personal Contacts:

Internal: Senior managers and employees of other departments at all levels.

External: Customers and users of online systems
External suppliers and partner organisations

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A qualification at Level 4 of the Regulated Qualifications Framework, such as NHC, Award, Certificate or Diploma at level 4 or equivalent.	✓		AF/CQ	✓
Training in web development languages such as JavaScript, HTML, CSS, WordPress, php, and associated frameworks.	✓		AF/I	✓
Knowledge of O365, SharePoint and use of Azure, .net Core and Azure DevOps		✓	AF/I	

Determination				
Ability to lead on projects and organising the work required from employees and managers in different departments	✓		AF/I	✓
Ability to work under own initiative, with users and with other team members.	✓		AF/I	
Capable of delivering results to tight deadlines and under pressure	✓		AF/I	

Nous				
Experience of web application development and support	✓		AF/I	✓
Experience in using a content management system or an internet / intranet web publishing system	✓		AF/I	✓
Experience of developing web applications in line with known web standards for accessibility, usability and design.	✓		AF/I	✓
Strong knowledge of an advanced web development framework ASP.NET	✓		AF/I	✓

Detailed knowledge of industry standard graphic design tools such as Adobe Photoshop or Fireworks	✓		AF/I	✓
Experience of industry standard web development tools such as Visual Studio and Visual Studio Code	✓		AF/I	
Evidence of an understanding of high-quality customer care	✓		AF/I	
Ability to understand and communicate complex technical issues to others in an appropriate manner depending on the situation	✓		AF/I	
Knowledge of web performance monitoring, web statistics such as Google Analytics and SEO.	✓		AF/I	
Knowledge of relational databases, knowledge of at least one industry-standard database system (such as: Microsoft SQL Server, progress, etc.)	✓		AF/I	
Proven capability to learn new ICT skills, to be self-taught and self-motivated		✓	AF/I	

Attitude				
Strong verbal and written communication skills	✓		AF/I	✓
Committed to quality, customer service, best practice and best value in all aspects of the Organisation's operation	✓		AF/I	
Committed to the aims and ambitions of the Organisation and broader issues of social housing	✓		AF/I	

Additional Requirements of the Role				
The post holder may be required to work outside normal office hours on occasion.	✓		AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References