

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **ICT Lead Application Developer**

**Vacancy ID: 009688**

Salary: £32,233 - £35,229 Annually

Closing Date: 03/02/2019

### **Benefits & Grade**

Grade L

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Interview Date**

19/02/19

### **Job Description**

#### **EXCELLENT ALONE - OUTSTANDING TOGETHER**

Xentrall Shared Services is a forward thinking public service partnership between Stockton-on-Tees and Darlington Borough Councils. ICT is one of the services provided by Xentrall and we have an exciting and challenging programme of ICT projects underway for both Darlington and Stockton councils and other Public Sector organisations for which we provide ICT services.

As ICT Lead Application Developer, you will have a key role to play in developing, maintaining and supporting the service's in-house web applications, integrations and website portfolio, with lead responsibility for the technical design, implementation and deployment of these. You should be able to demonstrate a solid understanding of solution technical design, development, testing techniques, support and maintenance.

In addition, the successful candidate will be someone who relishes the challenge of a varied workload, is keen to develop their personal skillset and to improve their knowledge of all areas of the web development stack and ICT service management disciplines through the significant formal training and mentoring opportunities available to Xentrall Shared Services employees.

You will have current and proven experience in software development, systems integration, analysis and design, testing, change and release management and the configuration, use and support of Content Management Systems. As a consequence, you will have significant skills and practical experience in *some* of the following:

- xHTML/HTML 5
- CSS
- XML
- Javascript & jQuery
- SOAP & REST Web Services
- C#/VB, ASP.NET MVC 5
- T-SQL SSRS and SSIS
- Entity Framework 6

Umbraco knowledge and experience would be desirable, but is not essential.

Working as part of a professional ICT projects unit and closely with customers and ICT Infrastructure, End User and Application Support Teams you will have an important role in assisting Xentrall ICT in driving forward a proactive, customer focused, high performance and cost effective service improvement / efficiency focused culture. As a senior ICT professional your customer service skills will be well developed and a commitment to quality evident in your experience.

In return, we offer a friendly, professional and modern working environment where individual effort and teamwork are recognised and appreciated, both by colleagues and customers alike. We also offer a very extensive training and development programme.

This post offers the opportunity to work flexitime and has a generous annual leave entitlement.

As a progressive organisation we have achieved certification to ISO27001 and ISO9001 and we also hold Investors in People and Customer Service Excellence awards. We have an internal service improvement programme which is driving forward a number of initiatives which are also assisting with our deployment of ITIL and PRINCE2 based practices.


Xentrall ICT Services are based in Darlington and the successful candidate may on occasion be required to travel to locations across the Tees Valley and possibly the wider region as necessary.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Juliet Beer, ICT Business Analysis & Projects Manager on 01642 524841 or Ian Miles, Assistant Director on 01642 527012.

Please visit [Working for the Council](#) to apply online and for further information about the job role and Stockton-on-Tees Borough Council. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) for an application pack.

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b> <b>Xentrall</b>		<b>Service Area:</b> <b>ICT Services</b>	
<b>JOB TITLE: ICT Lead Application Developer</b>			
<b>GRADE: L</b>			
<b>REPORTING TO: ICT Business Analysis &amp; Projects Manager</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  Responsible for the development and ongoing support of business applications, integrations and web solutions to customer requirements and in line with industry and locally defined best practice methodology. Additionally, the resolution of potentially complex incidents and problems relating to in-house developed functions and developing new solutions to support and enhance our existing systems as part of customer and ICT priority projects and initiatives.  Responsibilities include solution and application design and development, incident resolution, communication and management of in-house developed application and system upgrades. Complying with best practice methodologies ensuring full supporting documentation is available, the CMDB is maintained and new developments are implemented in line with change and release policies		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	Lead responsibility for developing and maintaining in-house developed applications, integrations, websites and web solutions to meet complex and recurring requirements with the aim of streamlining business processes and improve customer experience.	
	2.	Work closely with the ICT projects unit and/or customers to gain an understanding of customer requirements and subsequently produce technical designs and develop solutions to meet these requirements.	
	3.	Lead responsibilities for the operational support of the developed solutions portfolio, including incident, problem and change management also data quality and performance metrics.	
	4.	Responsible for maintaining the agreed ICT standards in relation to development, release and upgrade activities. Including maintaining communications with ICT colleagues and the customer throughout.	
	5.	Proactive monitoring and maintenance of developed solutions to aid the early identification of issues and refinement of performance via tuning and optimisation.	
	6.	Lead responsibility for ensuring the formal change process is followed and that all changes are documented and tested before release into the live environment. Including the provision of relevant and robust back out plans prior to any new release.	
	7.	Lead responsibility for the creation and maintenance of all technical and support documentation pertaining to the areas of primary responsibility, also the upkeep of related Knowledge Base and CMDB information.	
	8.	Diagnosis and resolution of 3 <sup>rd</sup> level technical issues for the developed solutions portfolio within the allocated Service Level Target which includes supplier liaison and the user of diagnostic tools where relevant.	

	9.	Input into the development, design, delivery and administration of the Development Team.
	10.	Involvement in the specification, refinement and agreement of development standards implemented by the Development Team and wider ICT service.
	11.	Lead responsibility for ensuring version control of solutions, tools and plugins conforms to the ICT Strategy, technical and project roadmaps.
	12.	Work closely with the customer and other teams within the ICT service to ensure solutions work as designed and continue to meet customer expectations.
	13.	Manage external contractors and consultants to ensure that they deliver services on time and that Xentrall and its customers receive good value for money.
	14.	Contribute to the ongoing development of ICT technical strategies and services.
	15.	Maintain a high level of technical competence and, in conjunction with other teams, identify new opportunities for the effective use of technology.
	16.	Responsibility for the allocation of work, supervision and appraisal of tasks to staff working on solution releases.
	17.	Adhere to appropriate ICT policies, strategies and standards that reflect best practice, including ITIL and PRINCE2. To be part of a team of ICT professionals who provide and have responsibility for the effective and efficient delivery of all related hardware, software and associated services, from installation through to decommission.
	18.	In conjunction with other ICT teams, assist with development of work plans for the team which contribute to the ICT Service plans and other related Partnership and Council plans and strategies.
	19.	In conjunction with other ICT teams, assist in the development and implementation of appropriate ICT policies, strategies and standards that reflect best practice.
	20.	As part of the team, help to ensure that service objectives are achieved in-line with agreed standards, project management methodologies, budgetary constraints and timescales.
	21.	To ensure efficiency and value for money principles are applied and that opportunities for savings and service improvements are identified, communicated and progressed.
	22.	To ensure that all redundant equipment and solutions are identified and decommissioned in an appropriate manner and in-line with the disposal policy where relevant.
	23.	To comply with the all agreed standards in the timely and effective use of the ICT Service Desk system to aid in the smooth management of incidents and problems across the ICT service for the benefit of its customers.
	24.	To actively participate in corporate, strategic and project groups as assigned.
	25.	To assist in the development of a customer focussed and technically proficient Service Desk function by the offering of technical procedures, resolution information, known errors and work around info and ensuring all relevant diagnostic and resolution information is comprehensively recorded in the ICT Knowledgebase and communicated effectively.
	26.	To contribute to the development and maintenance of Service Level Agreements and the monitoring of performance indicators to ensure optimal performance of the team.
	27.	In conjunction with the other ICT teams, participate in the project management, procurement and implementation of new systems or system enhancements, providing appropriate technical input on technical support related matters.

	28.	To ensure that adequate security, change control and audit trails procedures are in place for systems, software, licensing, and interfaces in accordance with information security policies and guidelines.
	29.	To support and maintain effective liaison across ICT Services ensuring that a customer focused approach is embedded in all activities.
	30.	To maintain an awareness of the plans and priorities of customers and their services and understand how the skills and services of the team can contribute to their success.
	31.	To make formal presentations on solutions release related ICT matters to colleagues and customers.
	32.	To assist in the development & testing of a system for ICT Business Continuity Planning and play a key role in any such invocation.
	33.	To participate in information security and risk management programmes for ICT.
	34.	Responsible for the application of the employee development process of all employees for who the post holder is responsible and to assist in the training and development of such staff.
	35.	Participation in out of hours working and call out arrangements as and when required.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

**Customer Services** – The post holder is required to ensure that all customers both internal and external receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	<b>ICT Lead Application Developer</b>	<b>L</b>
Directorate / Service Area	<b>Xentrall Shared Services</b>	<b>ICT Services</b>
Post Ref:	<b>32070</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>▪ ICT related degree or equivalent demonstrable level of directly relevant work experience</li> <li>▪ Recognised ICT qualifications and accreditations or equivalent level of professional experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ ITIL Foundation</li> <li>▪ ITIL intermediate qualification</li> <li>▪ PRINCE2 Foundation</li> </ul>	Application/Certificates
Experience	<ul style="list-style-type: none"> <li>▪ Recent experience of applications development and support</li> <li>▪ Proven expertise in some of the following xHTML/HTML 5, CSS, XML, Javascript &amp; jQuery, SOAP &amp; REST Web Services, C#/VB, ASP.NET MVC 5, T-SQL SSRS and SSIS, Entity Framework 6</li> <li>▪ Recent experience of software development, systems integration, analysis &amp; design, testing, change and release management</li> <li>▪ Recent experience of interrogating SQL databases and using report writing tools</li> <li>▪ Experience in supporting the delivery of change</li> </ul>	<ul style="list-style-type: none"> <li>▪ Umbraco content management experience</li> <li>▪ Recent experience in supporting content editors</li> <li>▪ PostgreSQL experience</li> <li>▪ Local Government experience</li> </ul>	Application/ Interview/References
Knowledge & Skills	<ul style="list-style-type: none"> <li>▪ Knowledge and experience of ICT Best practice frameworks</li> <li>▪ Knowledge and understanding of the future direction of ICT</li> <li>▪ Knowledge of current ICT trends</li> <li>▪ Knowledge and understanding of information security, business continuity and disaster recovery planning</li> <li>▪ Competent in producing high quality project documentation and reports</li> <li>▪ Analytical skills and the ability to interpret management information / reports</li> <li>▪ Ability to work as part of a team as well as on own initiative</li> <li>▪ Ability to negotiate effectively within constraints of resource</li> <li>▪ Ability to prioritise work and meet deadlines</li> <li>▪ Being able to work effectively to tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of organisational and political structure of both authorities</li> </ul>	Application/ Interview/References

	<ul style="list-style-type: none"> <li>▪ Ability to analyse problems and adopt an innovative approach to finding more efficient solutions</li> <li>▪ Adopt a flexible approach to working hours to meet the needs of the service</li> <li>▪ Ability to innovate and improve the service</li> </ul>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>▪ Self awareness</li> <li>▪ Personal effectiveness</li> <li>▪ Achieving improved outcomes</li> <li>▪ Joined up working</li> <li>▪ Innovating and delivering</li> <li>▪ Communication</li> <li>▪ Flexibility</li> <li>▪ Making things happen</li> <li>▪ Learning and developing</li> <li>▪ Putting customers first</li> </ul>		Application/ Interview
Other requirements	<ul style="list-style-type: none"> <li>▪ Awareness of project management techniques</li> <li>▪ Awareness of formal methods of service delivery</li> </ul>		Interview/References

**Person Specification dated 2018**



## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.