**Manchester City Council**

**Role Profile**

**Developer, Grade 8**

**ICT Service, Corporate Core Directorate**

**Reports to: Digital Delivery Manager**

**Job Family: Technical**

**ICT Service:**

The overall aim of the ICT Service is to manage the network, computers and systems that support internal and external Council services. ICT also provide strategic direction for technology development and ICT Project Management. The ICT Service supports over 9000 users of PCs, laptops and Wyse Citrix terminals across the Manchester City Council network and remotely.

**AI & Automation Programme**

The council is working to establish a new AI & Automation team as part of the Our Transformation initiative. The AI & Automation team will support the organisation with the assessment of known emerging opportunities and deliver transformative AI and Automation initiatives where possible. The team will also work to develop pilot in-house solutions using low code technology where appropriate and proof of concept activity. The team will also work to implement the necessary technical guardrails and governance ensuring that the use of AI is ethical, complies with all applicable laws, regulations and council policies, and complements the council’s existing information and security policies.

**Key Role Descriptors (Developer):**

As a developer, you will have experience in low code development environments and will support a growing centre of excellence in low code development within MCC, becoming one of the go-to people for our citizen developers across the business.

The successful applicant will become part of a respected and hardworking digital team, providing support to service areas and other team members alike. They will work closely with the Data Science, Service Area, Corporate Core teams, gaining good knowledge and experience across a range of skills. Applicants should be keen, hardworking and have excellent technical skills and problem-solving abilities.

The role holder will undertake a lead consultant role on complex technical, procedural and legislative matters in a professional, customer focused, and specialist technical service.

The role holder will lead and have accountability for the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions. They will continually identify and champion opportunities to deliver improvement.

**Key Role Accountabilities:**

* Design and develop business functionality in multi-tier web solutions while improving code quality and infrastructure.
* Build scalable, unit testable solutions for our digital platform and do code reviews.
* Work across all phases of the software development lifecycle (planning, design, implementation, deployment, operations and support).
* Communicate effectively and efficiently with all associates and business contacts and promote a strong sense of teamwork.
* See big picture for interconnected systems, building resiliency, and when your solutions move to production how they will be operationalised/monitored.
* Optimise web application speed / performance
* Collaborate with internal customers to determine the most efficient, cost-effective approach to meet their business requirements.

Lead an innovative, forward thinking technical consultancy function for the assigned service area, ensuring that solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate), ensuring compliance with organisational objectives, consistency in approach and compliance with appropriate internal and legislative guidelines.

Actively strive to achieve efficiencies in project, programme and maintenance service delivery and improvements in the quality of service.

Develop successful internal and external relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. Work closely with contractors where required to ensure effective work package delivery.

Analyse and interpret legislation, presenting information and complex technical matters relating to the service area in a clear and concise manner to a range of stakeholders, orally and in writing. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
* **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and Organising:** Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
* **Project Management:** Ability to manage change control procedures and ensure that project deliverables are completed within budget and timescales.
* **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **ICT Skills:** Skills toconfigure appropriate areas of technical support in a large organisation.
* **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

* 2-3+ years' experience in low code application development
* Experience in contributing to delivery of applications from concept, through beta and into production
* Experience and comfort with Agile/Dev Ops methodologies
* Familiarity with cloud technologies such as Azure or AWS
* Proficiency in web-based languages (e.g. JavaScript, jQuery, CSS, HTML etc)
* Knowledge of Database Modelling
* Knowledge of solution architecture and design, and web application performance
* Knowledge in related technologies such as DBMSs, Application Servers, JS Frameworks or other components that can integrate with low code development platforms
* An eagerness to learn and evaluate new and emerging technologies
* Understands and applies latest accessibility standards, currently WCAG2.1
* A critical thinker with an open mind who can be unique, continuously be challenged and is willing to challenge others.