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**Job Description**

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| **Job title:** | **Developer** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Principal Developer** |
| **Grade:** | **G6** |
| **Location:** | **University of Bath Sites and Hybrid** |

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| **Background Information** |
| The University of Bath (UoB) is embarking on the next stage of its digital transformation journey. A key part of this is to transform the way in technology services are delivered. The Digital, Data & Technology Department (DDaT) is a passionate community of technical experts who provide digital, data and technology services that are accessible, relevant, and secure. We are motivated by helping people solve problems, be more effective in what they do today and innovating to raise the bar of what can be achieved in future.  Significant change in service provision is anticipated and it is vital to have effective, proactive engagement with other departments and faculties. This will address a key improvement required within the Evolution project to develop and maintain strong partnerships with key stakeholders to deliver greater efficiency, coherence, cooperation and coordination. |

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| **Job purpose** |
| The Developer role sits within the Delivery & Operations pilar within DDaT. As a Developer within the Platforms & Applications group, you will be involved in the development, configuration, support and maintenance of software, applications, services and integrations for a given technology area.  You will be working professionally and collaboratively with colleagues, business stakeholders, business analysts and project managers, to develop, configure, support and maintain software, applications, services and integrations that deliver the required business outcomes.  Capable of operating across a wide-ranging technology stack including SaaS, PaaS, Commercial off the Shelf as well as in-house custom developed, Developers have the knowledge and skills necessary to develop software systems to a high standard, working in-line with the agreed project portfolio while using and sharing good practices, processes and methods. |

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| **Source and nature of management provided** |
| Principle or Lead Developer, or Principal or Lead Engineer |
| **Staff management responsibility** |
| None |

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| **Special conditions** |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities.  This post may be identified as one requiring the post holder to work outside of the standard university hours, including evenings or weekends. Reasonable notice will be given should this become a requirement of the role.  Annual leave may be restricted during peak workload periods. |

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| **Main duties and responsibilities** | |
| **1** | **Develop, Configure, Support and Maintain:**   * Responsible for the configuration, support, and maintenance of a range of existing applications, assisting with development, and testing. * Responsible for the development and upkeep of systems and interfaces that aid with administration and support at 1st and 2nd line. * Responsible for the upkeep of technical and support documentation relating to all developed systems within your remit. * Responsible for adhering to given standards and best-practice when developing systems, ensuring reliability and security of data. * Able to engage with vendors and other development and engineering teams, to plan and execute patching, updates, and upgrades, working within agreed processes and procedures e.g. Change Management. * Skilled in the development and testing of systems, using agreed standards and tools to achieve well-engineered solutions that meet the desired business outcomes. |
| **2** | **Service/Project Delivery:**   * Work closely and collaboratively with other developers and engineers at all levels, to ensure awareness and alignment of all current work, progress, and priorities. * Ensure escalation of all issues to Senior or Principal level to create visibility and awareness of any service or delivery risks and issues. * Responsible for ensuring all work, such as changes, incidents and service requests follow the agreed DDaT processes. * Capable of delivering excellent customer service at all points of service delivery. * Engage fully with service transition work to ensure that all new and changed services are smoothly and effectively moved into operational support. |
| **3** | **Technology:**   * Working within the guidelines and standards set by the architecture and cyber security functions, you will assist in the development, configuration, support and maintenance of software, applications, services, and integrations within your remit. * You will act as a point of contact for the software, applications, services, and integrations within your remit, escalating to Lead, Senior and Principal functions as necessary. * Responsible for using appropriate and agreed IT Service Management and Development Lifecycle standards and processes as agreed by the Principal Developer or Principal Engineer and architecture function. * Be an advocate for new and emerging technology, sharing ideas and knowledge to help innovate and improve the use of technology across the University. |
| **4** | **Supplier Management:**   * Responsible for working with vendors and suppliers of IT services, escalating issues, and using the maintenance and support contracts to ensure best value and quality. * Responsible for working collaboratively with suppliers, consultants, or contractors, to deliver small works and projects. * Assist with identifying and assessing new technology vendors and suppliers helping to develop tenders and review submissions. |
| **5** | **Personal Development:**   * Responsible for your own personal development, identifying knowledge gaps and opportunities to increase and expand awareness, using formal and informal methods of learning. * Responsible for sharing knowledge gained with colleagues and the wider department as required e.g., sharing knowledge gained from training or conference attendance. |
| **6** | **Relationships:**   * Be a trusted advisor and advocate between IT and key University stakeholders. * Support and maintain the interface between DDaT and UoB departments. * Build strong relationships with colleagues across DDaT. |
| **7** | **General:**   * Undertake any other activities assigned from time to time by the University. * Occasional travel may be required, for example to user groups or conferences. * The post holder is required to always follow University policies and procedures and take account of UoB guidance. |
| **Commitment to the University’s Effective Behaviours Framework**  As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification. | | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | X |  |
| ITIL Foundation Level Qualification |  | X |
| Formal qualifications, certification or experience in software development or system engineering | X |  |
| Professional project management qualification (e.g., PRINCE2 foundation or equivalent) |  | X |

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| **Criteria : Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of building sustainable relationships across key IT and University wide stakeholders | X |  |
| Broad and deep knowledge of current IT technologies and their application in a Higher Education context |  | X |
| Knowledge of IT Service Management principles and experience | X |  |
| Experience of developing and improving business processes, using a broad and deep technical knowledge to identify alternative technical and procedural solutions to meet business need. |  | X |
| Experience of designing, developing, and delivering high quality, secure IT systems and servicer | X |  |
| Experience of IT Project Management methods |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Ability to assign, delegate and direct the work of others |  | X |
| Ability to set standards and measure performance and service effectiveness |  | X |
| Strong influencing and negotiating skills |  | X |
| Strong written and verbal communication skills | X |  |
| Ability to work with HE staffs at all levels including senior managers | X |  |
| Excellent reasoning and analytical abilities | X |  |
| Ability to listen, define, write, explain, and interpret ideas, strategies and policies |  | X |
| Ability to inform and consult with both staff and customers | X |  |
| Ability to deal with confidential and sensitive information with tact and discretion | X |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. They do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**   * Willing and able to assess and apply own skills, abilities, and experience. * Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**   * Providing the best quality service to all students and staff and to external customers e.g., clients, suppliers. * Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**   * Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. * Identifying opportunities for innovation. |
| **Embracing change:**   * Adjusting to unfamiliar situations, demands and changing roles. * Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**   * Making effective use of available resources including people, information, networks, and budgets. * Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**   * Seeing the work that you do in the context of the bigger picture e.g., in the context of what the University/other departments are striving to achieve and taking a long-term view. * Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**   * Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills, and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**   * Working co-operatively with others in order to achieve objectives. * Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**   * Planning and organising workloads to ensure that deadlines are met within resource constraints. * Consistently meeting objectives and success criteria. |