ROLE DESCRIPTION

JOB TITLE	POST NUMBER
Digital Services Software Development Apprentice	To be confirmed
DIRECTORATE	**LOCATION**
Customer and Digital Services	Hybrid Working (mix of home working and office working at office based in Hailsham, East Sussex)
GRADE	**OTHER ALLOWANCES**
WDC1	
KEY WORKING RELATIONSHIPS	**INTERNAL/EXTERNAL**
	Internal: • Full Stack Developer • Digital Services Manager • Head of Digital, Revenues and Benefits • All staff and Members. External: • System suppliers • External partnerships
STATUTORY RESPONSIBILITIES/LEVEL OF ACCOUNTABILITY	
JE Criteria D Accountability: The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability	The postholder is responsible for helping to design easy-to-maintain, secure-by-design systems. They are responsible for staying up to date with a high-level knowledge of the

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	processes used by the Digital Services teams.
	They are responsible for staying aware of current technologies and best practice, particularly in the field of development.

ROLE OVERVIEW

To assist the Full Stack Developer with the design, development, testing and maintenance of software development products

To improve technical documentation on existing products

To work with users on requirements analysis for new features and modules

SERVICE OVERVIEW

Digital Services is made up of a number of different functions;

- Systems – This team looks after Council IT systems and databases as well as developing the corporate CRM. They also project manage implementations.

- ICT Infrastructure – This team looks after the Council's network, servers and manages our protection against cyber-attacks.

- Web team – This team develops and supports the Council's website and various smaller sites. They also lead on the Digital Improvement programme.

- ICT Support – This team is responsible for being first contact for customers, they deal with the majority of tickets raised.

- LLPG and GIS – This team looks after the Council's address gazetteer and is responsible for the naming and numbering of streets in the district. They also manage, support and promote the use of geographical information through a central data hub and GIS.

- Development – This team develops new systems and solutions for the Council. They are also responsible for standards other parts of the Service use when developing.

ROLE RESPONSIBILITIES

JE Factors: C/D/E/F/H/J – Managerial & Supervisory Responsibility, Accountability, Independence of Action, Complexity and Direction, Pressure of Work

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(1) To support and assist other teams within Digital Services to perform day-to-day activities as directed by the Digital Services Manager or Full Stack Developer

(2) To support the Full Stack Developer with the governance of Digital Service's development technology stacks.

(3) Under guidance from the Full Stack Developer, build products utilising user experience (UX) best practice.

(4) Create and maintain user documentation and help videos for systems and where necessary offer user training.

(5) To undertake such other duties as the Full Stack Developer or Digital Services Manager shall from time to time determine.

(6) To act in accordance with the Council's health and safety policy to take reasonable care for your own health and safety and that of others who may be affected by your work activity.

(7) To abide by the Council's Equal Opportunity Policy Statement which makes a commitment to promote equal opportunities in Wealden.

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This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. You will be expected to be flexible to respond to change and organisational need

Additional Information	
Standards of Conduct	You will be required to comply with the Council's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Council, Members, Colleagues and all those who have dealings with the Council, including customers and suppliers. To positively demonstrate the Wealden values yourself and to continue to build the culture of the Wealden values through the appointment, management, appraisal and development of staff (as well as third party providers).
Safeguarding	You will be required to be committed to safeguarding and promoting the welfare of children and adults with care and support needs and report any concerns that may arise in the course of your duties.
Health & Safety/Risk Management	Wealden District Council's Health & Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding H&S issues and report all accidents, incidents and problems to their supervisor, manager or other senior members of staff, in line with the H&S policies. You will need to be compliant with the Council's risk management policies and procedures. These describe the Council's commitment to risk management, the recognition that our aim is to protect colleagues and visitors from harm, and stress that all colleagues have a responsibility to minimise risk.
Governance Standards	Comply with the relevant governance standards applicable to the Council as communicated to the post-holder from time to time.
Data Protection	To comply with Council Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of staff and customer information.
Confidentiality	Council colleagues are required to ensure that information about customers and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18). The Council's Data Security and Protection policy ICT policies provide guidance on how this can be achieved.

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Communication	To encourage innovation and positive challenge through effective involvement, motivation and communication with Officers, Members, Partners and other Stakeholders, actively promoting the Council's reputation and image as an employer of choice.
Digital/ Records Management	To direct the identification, development and implementation of digital and other systems and procedures which are aligned to the Council's Drive to Digital Strategy and are shaped to reflect our customers' and stakeholders' needs. To maintain Council customer and staff records (both paper and electronic) in accordance with Council policies.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Council Freedom of Information procedures.
Security	To comply with Council policies to ensure there is a safe and secure environment that protects Members, staff and visitors and their property, and the physical assets and the information of the organisation.
Other duties	Participate in such non-routine duties as elections and Emergency Planning as directed by the Chief Executive to include, where appropriate, the setup of a Rest Centre.
Freedom to Speak Up (Whistleblowing)	You have responsibility for customer and staff welfare and should raise any concerns relating to a breach of Council policies and procedures with your manager or refer to HR for alternative options.
Environmental Impact	You will ensure compliance with the Council's environmental management policies and procedures. These describe the Council's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	This Job Description will be used as a basis for individual performance review between you and your line manager. The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April and may develop to meet the changing needs of the service. You will need to take due account, in the way they achieve the key result areas, of Council policies and procedures.

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Equality and Diversity	To take responsibility and comply with the Council's Equal Opportunities policy (which makes a commitment to promote equal opportunities and equality of all protected characteristics in Wealden), Officers' Code of Conduct, Data Protection and other relevant policies, procedures and legislation, to ensure these are embedded and applied throughout the service in both service provision and employment issues.

EVALUATION FACTOR GUIDE

A – Education You should identify the minimum requirements for the job for the job to be performed competently.

This factor relates to the level of education/formal training/qualification that indicate the "mental ability" required for the job to be performed competently. This does not necessarily mean that a specific jobholder has obtained the qualifications referred to (they may have acquired the knowledge by another route), nor that a specific jobholder has only the qualifications referred to.

B - Proven Ability This factor gauges the skills and aptitudes needed for the jobholder successfully to apply the mental ability assessed under Factor A so as to perform the job competently.

. These attributes may have been gained through successful exposure to work of a similar type or order, but may equally well have been acquired via some other route altogether.

C - Managerial and Supervisory Responsibility This takes account of the degree to which the job holder is expected to manage people and the requirement to perform or act in a specialist "advisory" capacity.

This factor examines managerial and staff responsibilities, with balance being struck between controlling a large number of staff carrying out routine tasks and a small team carrying out complex assignments requiring professional skills. It may also include staff without a formal management responsibility but who delegate some work to more junior staff.

D - Accountability The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability.

This factor examines accountability for operations, equipment, procedures and projects, some of which may not carry managerial or staff responsibilities. The level of responsibility is related to the impact of the job on end results and the consequence of errors.

E - Independence of Action This factor takes account of the freedom to act, the extent to which procedures are followed and the involvement/input into the formulation of strategy.

This factor examines the extent to which initiative can be used and decisions taken by job-holders. In essence, this covers freedom to operate.

F - Complexity This factor relates to the spread and types of different skills/activities involved in the job and considers the depth and degree of complexity required versus the routine nature of the job.

This factor examines the variety and diversity of tasks and challenges faced by the job-holder linked to the range of skills required.

G - Relationships This factor takes account of the degree of people contact in the context of internal/external, the level and the nature.

This factor examines the extent to which the work involves contact with people inside and outside the organisation, the level and importance of these contacts and the impact of the results of the relationship on the reputation and performance of the organisation.

H - Direction This factor assesses how the work is generated and the frequency of checking/review against progress.

This factor is akin to independence. It is, in fact, the opposite of independence and examines the constraints that are in place to act as a check on jobs.

J - Pressure of Work This factor relates to the mental and physical pressure. It is important to recognise that work volume is not considered within this factor.

This factor examines the mental and physical stress inherent in jobs.

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K - Working Environment This factor takes account of the working conditions normally encountered when carrying out the job. A consistent assessment should be considered for discrete groups of employees.
This factor examines the physical environment within which jobs operate together with other physical factors, such as mileage, overseas travel etc.

PERSON SPECIFICATION			
CRITERIA	**ATTRIBUTES**	**ESSENTIAL**	**DESIRABLE**
Experience	Experience in working in a customer focussed role		✓
	Experience of working in an ICT Environment		✓
	Experience of development and UX good practices	✓	
Qualifications/ Education **JE Factor A**	GCSE English and Maths Grade C (or equivalent) or can demonstrate an equivalent level of education from work experience	✓	
	'A' level education or higher	✓	
Knowledge	Knowledge of Agile project management principles		✓
	Experience of using development technologies	✓	
	Awareness and best practice of security measures to ensure Council's data is kept safe and secure	✓	
Skills and aptitudes **JE Factor B**	Requirement to have a command of spoken English sufficient for effective performance	✓	
	Demonstrable ability for problem solving in a technical environment	✓	
	Strong attention to detail and self-motivated to complete a job accurately	✓	
	Ability to work as part of a team and to exercise initiative	✓	

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CRITERIA	ATTRIBUTES	ESSENTIAL	DESIRABLE
	Willingness and ability to quickly learn new tasks	✓	
	Good organisational skills	✓	
Personal Qualities	Friendly personality, enjoys dealing with enquiries via all contact channels	✓	

PERSONAL VALUES & BEHAVIOURS	
General Competencies	
Agile **Embracing & supporting change**	**Caring** **Well being**
• Responds positively to change and has a 'can do' outlook • Constantly looking to improve what we do • Keeps up to date with job knowledge and undertakes learning and development • Learns from others and help other people learn	• Looking after each other's wellbeing • Bringing a friendly, positive approach to work • Delivering the best possible outcome focussed service to our customers • Responds to customers positively, promptly and with courtesy
High Performing **Performance focus**	**Together** **Team working & effective**
• Committed to the work of our teams and of the Council • Carries out work with quality and accuracy • Focused on the clear goals we need to achieve • Making efficient and effective use of resources • Constantly striving to delivery best possible 'value for money'	• Actively building good working relationships within and across teams where appropriate • Offers help and co-operates with others to get the job done • Ensuring everyone knows what they need to know and hear it from the right source • Being open and transparent about what we are doing • Committed to two-way communication • Reflects and promotes Wealden's culture and values

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