
Post Title: Web Development Officer

Post Hours: 37 hours per week

Grade: SO1 - 2

Responsible to: Digital Customer Journey Lead

Responsible for: None

Main contact associated with principal duties:

- Corporate Leadership Team
- Liberata and other services
- Other Local Authorities
- Software providers

Job Purpose:

- To support the delivery of the Council's Customer and Digital Strategy through the design of intuitive, accessible digital services that support efficient customer journeys and channel shift.
- To work closely with the Digital Customer Journey Lead to develop and improve digital services and online workflows across the Council.
- To be responsible for the technical development and maintenance of the Council's digital platforms and services, including CRM-integrated online services and system integrations.
- To support major digital platform upgrades and technical releases in collaboration with IT and external suppliers.
- To take ownership of diagnosing and resolving day-to-day technical or process issues affecting digital services.

Control of Resources:

Laptop and monitors to facilitate hybrid working.

Main duties and responsibilities:

1. To design, develop, configure, test, and maintain digital services across the Council, including the customisation of user interfaces, online forms, automated workflows, digital processes, payment integrations, and associated web content, ensuring accuracy, reliability, and usability for both internal users and customers.
2. To work closely with service areas, IT, Customer Services, and other stakeholders to gather requirements and translate them into effective, digital solutions that are automated where possible.

3. To create, configure and customise CRM and CMS workflows, forms, and user interfaces, including the design and configuration of form schemas, action buttons, conditional and branching logic, field behaviours, validation rules, dropdown value sets, and workflow triggers within a low-code environment.
4. To develop and integrate online forms and services with CRM systems, payment platforms, and relevant back-office systems using APIs and other integration methods where required, including working with system integrations involving authentication and single sign-on mechanisms (such as SAML or OAuth), in collaboration with IT and third-party suppliers.
5. To lead and support major digital platform upgrades and technical releases, requiring a strong understanding of server environments, application architecture, dependencies, patching, performance, security, and compatibility, and the ability to work effectively with IT teams and external suppliers on release planning, testing, issue resolution, and post-deployment assurance.
6. To diagnose, troubleshoot, and resolve day-to-day technical and process issues across digital services, forms, automated workflows etc taking ownership of identifying root causes and implementing fixes, while testing, quality-assuring, and monitoring live services.
7. To maintain appropriate documentation for digital systems, workflows, integrations, and technical changes, ensuring information is accurate, accessible, and shared where required.
8. To ensure all digital services are user-centred, accessible, and compliant with relevant standards and policies, including WCAG accessibility requirements.
9. To follow best practice relating to Plain English, equality and accessibility standards.
10. To be aware of your responsibilities under legislation relating to equalities, safeguarding and other key duties, together with the objectives and targets required in the Council Plan.
11. To fulfil personal requirements with regard to the Council's policies and procedures, including health and safety.
12. To undertake any other duties, commensurate with the grade, which may be required within the needs of the service.

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. Educated to degree level or equivalent experience in a relevant discipline such as digital, IT, systems, or equivalent practical experience in a technical or digital role	Desirable	Application
Knowledge, skills, abilities and experience		
2. Significant experience configuring and customising CRM and CMS platforms within a low-code environment, including workflows, forms, and user interfaces	Essential	Application Interview
3. Proven experience configuring complex forms and workflows, including conditional and branching logic, field behaviours, validation rules, dropdown value sets, action buttons and workflow triggers	Essential	Application Interview
4. Ability to design accessible, responsive and user-friendly web pages in Plain English in line with brand guidelines and digital best practices	Essential	Application Interview Test
5. Experience integrating digital services using APIs, web services, and other integration methods, with practical understanding of authentication and single sign-on mechanisms (such as SAML or OAuth) and their impact on security, access control and user journeys	Essential	Application Interview
6. Strong technical problem-solving skills, with experience diagnosing, troubleshooting, and resolving day-to-day technical or automated process issues across live digital services	Essential	Application Interview
7. Experience supporting or contributing to major digital platform upgrades or technical releases, with an understanding of server environments, system dependencies, performance, security, and compatibility	Essential	Application Interview
8. Ability to test, quality-assure, and monitor live digital services, identify root causes of issues and implement fixes with minimal supervision	Essential	Application Interview
9. Experience working closely with IT teams, service areas, and external suppliers to deliver, support, and maintain technical digital services and integrations	Essential	Application Interview
10. Ability to manage competing priorities, work independently, and take ownership of technical work through to resolution in a fast-paced environment	Essential	Application Interview
11. An understanding of government accessibility regulations and equality and diversity requirements, with the ability to design digital services and content that work effectively with common assistive technologies and meet inclusive design standards	Desirable	Application Interview
12. Experience working with JADU platforms and products (e.g. CMS, CXM/CRM, workflows, forms and integrations)	Desirable	Application Interview
Special Requirements		
13. To be occasionally available to work outside usual office hours, including evenings or weekends, for example in the event of an emergency and during elections	Desirable	Application Interview