



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Digital Developer
Job Reference	713432
Service	CEO Office
Team	DDaT
Location	Shute End
Reports to	Product Owner - Digital Innovation
Responsible for	None
Grade	8
Contract Type	FTC 18 months (TBC)
Hours	Full Time/part time

Main Accountabilities	
1.	Develop, customise, and maintain Digital systems & solutions to support council services, ensuring robust, scalable, and high-quality technical delivery.
2.	Translate documented business requirements into technical specifications and implement workflows, forms, automation, integrations, and enhancements for the council's digital systems and services.
3.	Provide ongoing technical support for Digital and CRM platforms, including diagnosing and resolving system issues, managing defects, and optimising performance.
4.	Work collaboratively with Business Analysts, service leads, and project teams to design digital solutions that enable improved service delivery and customer experience.
5.	Ensure all configurations, custom code, integrations, and change processes are fully documented, version controlled and aligned with organisational/industry standards.
6.	Support deployment management activities, including testing coordination, deployment of digital system/solution changes; ensuring stable transitions into BAU.
7.	Maintain up to date knowledge of Digital and CRM technologies, low code platforms, and industry standards, proactively identifying opportunities for improvement and innovation.-to-date knowledge of CRM technologies, low-code platforms, and digital standards, proactively identifying opportunities for improvement and innovation





8.	Collaborate with testers to validate system changes, resolve defects, and ensure solutions meet acceptance criteria and quality benchmarks.
9.	Undertake any other duties that are appropriate to the level and responsibilities of the role.
10.	Manage and implement daily support tickets (BAU).

Person Specification	Essential	Desirable
Education/Qualifications	Educated to degree level (or be able to demonstrate experience/equivalent knowledge, skills and aptitude).	Knowledge of local government and particularly transformational Government and efficiency agenda.
	Technical training or demonstrable experience in Digital and CRM development and system configuration.	
0 Technical Skills	Experience configuring and developing systems (such as Netcall, Power Platform, or equivalent).	Experience developing and configuring solutions within the Netcall CRM platform.
	Strong analytical and problem solving skills.-solving skills.	Experience with DevOps pipelines and automated deployments.
	Proven ability to understand digital systems and platforms, and how they enable and enhance the delivery of council services.	
	Strong understanding of workflows, entities, plugins, integration patterns, scripting, and API usage	
	Strong troubleshooting, debugging, and system analysis skills.	
	Proficient with Microsoft Office and IT systems.	
Knowledge & Experience	Experience working within Agile or structured project/change management frameworks.	Understanding of data protection, security, and governance in digital systems.
	Experience providing training or support to end users.	
	Experience producing technical documentation and explaining complex concepts clearly.	
	Proven experience of liaising with stakeholders at all levels.	





	Experience working with multidisciplinary digital teams (analysts, testers, service leads).	
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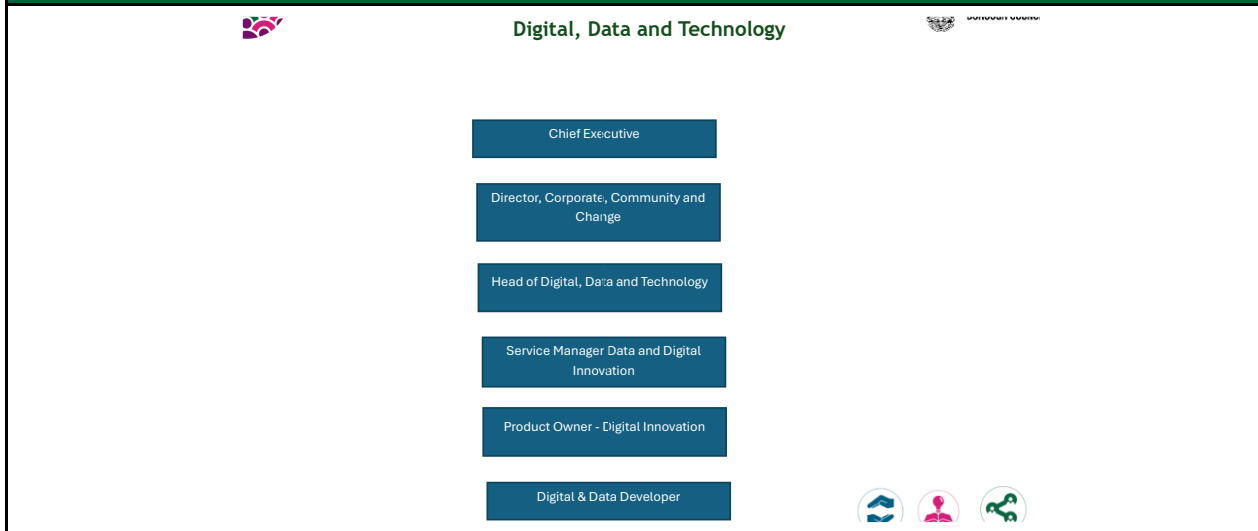
Purpose Details

Service Purpose	To support, enhance, and maintain digital systems (including CRM platforms) that enable efficient, user focused, and digitally enabled services across the organisation. This includes contributing to the redesign of processes, driving technical innovation, and improving outcomes for residents through technology. -focused, and digitally-enabled services across the organisation. This includes contributing to the redesign of processes, driving technical innovation, and improving outcomes for residents through technology.
Role Purpose	<p>This role will develop and maintain the Digital and CRM developments that directly support council service delivery.</p> <p>Working closely with Business Analysts, project teams, and service areas, the Digital Developer will design and implement system enhancements, integrations, and automations that streamline processes and improve user experience.</p> <p>The post holder will provide technical insight, develop new Digital and CRM capabilities, support existing functionality, troubleshoot issues, and help ensure the digital solutions and systems remain aligned to organisational priorities and evolving service needs.</p>

Supervision and Relationships

Supervision Received	This post reports to the Product Owner - Digital and Data Innovation and will receive strategic direction and general guidance.
Supervision Given	No line management responsibilities.
Contacts	This post will interact with stakeholders at all levels in the organisation.

Organisation Chart





Resources/Budget Management

None

Special Requirements

None

Occupational Health Risk Assessment

Details

Skin/Respiratory Sensitisers

N

Working at Height

N

Exposure to Noise (>80-85dB)

N

Confined Spaces

N

Frequent Display Screen Equipment Use

N

Driving for Work

N

Hand Arm Vibration

N

Lone Working

N

Healthcare/Social Contact with Patients

N

Blood Borne Viruses Exposure

N

Food Handling

N

Working with Animals

N

Specialised Medical Screening

N

Night Working

N

Safety Critical Work

N

Nature of the Role

Details

Healthcare or Hospital Work

N

Working with Children (under 18)

N

Working with Elderly/Disabled Adults

N

Work Environment Details

Shute End Office.





Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	None
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
None

Evaluation Declaration	
Date of Evaluation:	
Evaluated by:	

