Job Title: Senior Analyst Programmer

Grade: 10

Gx

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Staffordshire ICT

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

**Application Architecture, Development and Management**

This area of the ICT service is responsible for defining the County Councils Applications Architecture and also for managing the application lifecycle of the council’s large and diverse portfolio of back office and public facing digital applications, including those managed for Partners. These applications facilitate staff in the delivery of statutory responsibilities and also allow the County Council to meet its “digital first” aspiration that is key to the delivery of savings and achieving a more efficient future state. The team are the custodians of council application knowledge and are responsible for the design, development, testing, deployment, operation and optimisation/improvement of applications and solutions. The service is also responsible for the creation of management information and the data warehouse team extract, finesse and combine disparate datasets to provide powerful insights to Business areas allowing decisions to be made on data rather than instinct.

The core services delivered include:

The definition of the Council Application Architecture at a strategic level, defining technologies and standards that ensure interoperability, maximisation of value and avoidance of duplication covering corporate and business unit specific applications. This includes the development of roadmaps and the documentation of all services and platforms. This enables efficiencies to be achieved by maximising the use of common applications and platforms e.g. Database layers, for similar business functions and defines standards and direction around future application development and procurement.

Application Development & Data Warehousing lead in the development and maintenance of business and customer facing applications and solutions in line with agreed architectural standards. The team is also responsible for the detailed design and management of the corporate data warehouse and the development of effective management information and data insights as required by Directorates.

Application Management lead in the ongoing management of off the shelf and bespoke software, ensuring that applications are consistently deployed, fully supported by the vendor and in alignment with security standards, highly available, optimised, tuned and continuously improved. This is achieved by working across SICT, third party suppliers and business leads to ensure that application roadmaps meet the future needs of the Business, maintain security and compliance, promptly address bug fixes and exploit new functionality, ensuring that updates are implemented with minimal disruption and with robust testing.

The Training team work with Applications Management to ensure that Customer training allows staff to make the most of the applications at their disposal creating and delivering digital training courses and user guidance.

Database Management lead in the architecture, design, support and security of the councils database platform(s) that are used and updated by the dependent applications and corporate data warehouse. The team are responsible for ensuring that the underlying database platform is at supported levels aligning to supplier roadmaps, correctly backed up and recoverable in a disaster event and that data is secure. The team also manage third party arrangements that may be in place to support the maintenance of the database estate e.g. Oracle Database Support is currently outsourced. The team also provide monitoring on production systems and deliver proactive tuning activities as well as remedial measures to ensure the landscape is stable and high performing.

All of these areas work collaboratively to ensure that the delivery of applications and the management information that they provide are fit for purpose, fully optimised and meet current and future business needs.

Reporting Relationships

Responsible to: Development Manager

Responsible for: N/A

Key Accountabilities:

This post is working at a senior level within the Web Applications and Data Warehousing Development team and will develop digital solutions through application management, system development, database design, technical authoring, consultancy, programming, configuration, software engineering, software process improvement, management information reporting, project management and testing and interfacing with the wider ICT community for deployment, user support, technical support and other services.

The post holder will need to have a sound development background in one or more of the core systems or technologies

This role will work on most of the areas within the application management life cycle and require a deep knowledge of development standards and methodologies. This post will use a systematic, disciplined and analytical approach to problem solving and require good attention to detail. In addition, the post holder will be required to have a deep understanding of Microsoft .net, Visual Studio, SQL Server, Office 365 Power Suite development tools and Agile Scrum development techniques. A broad understanding of the activities of the Council and its business functions is required together with good interpersonal skills and confidence in dealing with customers and users. Specific Business knowledge will be required for one or more of the Core systems with the ability to problem solve and support specialised users to a high level of quality.

The post holder will be expected to supervise, support and mentor Analyst Programmers, Programmers and Apprentice Programmers and to deputise for the Development manager when required. Individuals will need to be flexible in their approach and take on new skills and activities to reflect changing business needs driven by demand, which may involve moving between development teams.

1. Develop, support and maintain ICT business systems, solutions, integrations and management reporting in an Agile environment, to support the delivery of Digital Business services and to achieve the ICT programme in-line with the ICT strategy, ICT Project and Change process, Release Management approach, Council’s development practices and enterprise architecture;
2. Evaluate and undertake impact analysis on major technical options and take an active role in proposing technical solutions within area of expertise in line with the ICT Enterprise Architecture and ICT Strategy;
3. Take full technical ownership and responsibility for the stages of the application management life cycle for development of all types of systems covering: investigation, analysis, specification/defining user stories, design, construction, testing, implementation, support and maintenance;
4. Take responsibility for the organisation, documentation and execution of one or more small to medium sized projects and / or TSU project ICT workstreams and / or operational change activities, providing effective leadership to team members. Manage all activities against plan, providing regular and accurate reports to management and customer/user management as appropriate;
5. Arrange prepare and conduct daily scrum, sprint review and sprint planning meetings as required. Ensuring the correct technical and business representation.
6. Select appropriately from available standards, methods and tools and apply them in an intelligent and effective way in order to achieve well-engineered products which exhibit the necessary attributes such as fitness for purpose, reliability, efficiency, security, safety, maintainability and cost effectiveness;
7. Ensure appropriate standard and methodologies are in place for system development and that all work is documented using appropriate standards, methods and tools, including prototyping where appropriate, and ensure that ICT documentation and management systems are kept up to date;
8. Arrange, prepare and conduct meetings, workshops and presentations for a wide variety of technical and non-technical audiences, demonstrating consistently high qualities of communication and persuasive skills;
9. Prepare or contribute to, project and quality plans, cost benefit analyses and risk analyses taking account of the requirements for functionality versus the constraints of time, cost and quality
10. Assist the Business users in the Analysis stage of the software lifecycle; and provide post training user support and assist in the ICT change management process;
11. Supervise, support and mentor the Analyst Programmers, Programmers, Apprentice Programmers, to aid their development and contribution to service delivery.
12. Develop close working relationships with other ICT teams, Product Owners and key stakeholders, in order to gain valuable knowledge of the solutions and business processes in core areas;

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * Degree level (preferably in an ICT related discipline) or equivalent experience * Basic Management qualification or equivalent experience * Certified Agile Scrum Master or equivalent experience | A/I  A/I  A/I |
| **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Substantial proven experience of working at a senior level in an ICT development environment * Significant experience in the use of development tools, application development methods, techniques and standards * Substantial knowledge and proven experience of software development, data warehousing and reporting, integration and systems implementation, including relevant technology. The particular technologies include Microsoft   .Net, Visual Studio, SQL Server (including SSRS,SSIS, SSAS), Microsoft Office 365 (including the Power Suite)   * Significant experience of leading Agile Scrum Frameworks in software development projects * Demonstrable knowledge and experience of Change Management including analysing business processes, recommending and implementing changes. * Good project management skills, able to demonstrate the successful delivery of one or more small to medium sized projects * Ability to facilitate and/or lead workshops and other similar gatherings | A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small**  **employer_small** | **Skills**   * Effective written, oral and presentation communication skills for any audience * Able to work on own initiative, motivated in learning new skills for personal development and sharing knowledge with others * Professional approach, highly motivated self starter with a drive to succeed, demonstrating a positive ‘Can do’ attitude * Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets * Highly developed interpersonal skills, including negotiation, influencing and diplomacy, with an assertive approach, able to deal with difficult situations calmly * Effective at building good working relationships * Proven ability to successfully motivate self and others to deliver agreed objectives, action and results oriented, Team player * Committed to developing and delivering quality systems on behalf of the County Council and its users * Committed to Customer focussed delivery * Availability and willingness to work flexible / additional hours when required to meet demands | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

This post is designated as a casual car user

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**