JOB DESCRIPTION

Job Title:	Digital Development Officer

Directorate:	Communities	Salary:	£39,186 - £44,428 FTE Plus £689 London Weighting

Section:	Digital Change & Service Improvement	Grade:	BG-F, SCP31 - 36

| Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

The Digital Development Officer at Bracknell Forest Council will contribute to the development, maintenance, and enhancement of various online platforms, low-code applications, and digital solutions to support digital transformation and service improvement initiatives. This role involves working with platforms such as Microsoft Power Apps, Netcall's Liberty Create and other low-code solutions. The Digital Development Officer will collaborate with colleagues and assist in project delivery while adhering to Agile principles and maintaining data security standards.

The key objectives of the role are:

- Provide support in the development and maintenance of digital solutions, online platforms, and low-code applications, ensuring alignment with business needs and industry best practices. Assist in upholding data security and quality control standards.
- Collaborate with cross-functional teams to contribute to digital projects using Agile methodologies. Assist in achieving project targets, including Minimum Viable Product goals.
- Assist colleagues in integrating and utilising Microsoft 365 tools such as Power Apps, Power BI, and SharePoint to enhance digital capabilities, improve user experiences, and support the council's digital transformation initiatives.
- Participate in training and skill development activities to enhance proficiency in digital development. Seek opportunities to learn and grow within the digital development space.

Designation of post and position within departmental structure
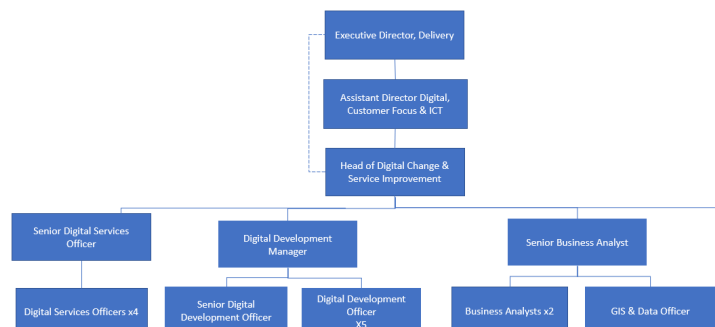
Daily and monthly responsibilities

- Engage in coding and development tasks related to digital solutions, online platforms, and low-code applications. Work on assigned projects and tasks to contribute to ongoing development efforts.
- Develop integrations between key corporate systems using standard APIs, web services or other methods.
- Identify and address software bugs and issues as they arise. Collaborate with team members to troubleshoot and resolve technical problems.
- Maintain documentation for code, development processes, and project updates. Ensure that records are up-to-date and organised for reference.
- Provide 3rd/4th line technical support and assistance to colleagues and end-users, helping them with digital tools and solutions. Respond to inquiries and address technical issues promptly.
- Provide handover and technical support to IT colleagues to enable them to provide 1st and 2nd line support for end users.
- Work closely with the Senior Digital Development Officer whether as an observer or to complete delegated tasks.
- Monitor the operation, performance, and availability of internally and externally hosted applications and resolve any issues which might arise, working with third party agencies as required.
- Assist colleagues and external suppliers in resolving incidents by providing advice and support.
- Work closely with Business Analysts and the Content officers to ensure clear understanding of user requirements and accessibility.
- Dedicate time to continuous learning and skill enhancement in digital development. Stay updated on industry trends, new technologies, and best practices.
- Participate in project reviews, discussing progress, challenges, and opportunities for improvement with the team. Contribute insights and feedback.
- Collaborate with senior team members to review and assess code quality, adherence to coding standards, and optimisation opportunities.
- Prepare reports on project status, including achievements, challenges, and planned actions for the upcoming month. Share insights with project leads and the Digital Development Manager.

Scope of role

The role of the Digital Development Officer at Bracknell Forest Council encompasses a wide range of responsibilities geared towards supporting and contributing to the digital development initiatives within the organisation.

This role involves actively engaging in coding and development tasks related to various digital solutions, online platforms, and low-code applications. These tasks include working on assigned projects and collaborating with the team to ensure the continuous progress of development efforts.

The Digital Development Officer also plays a crucial role in developing integrations between key corporate systems, utilising standard APIs, web services, or other methods to enhance system connectivity.

In addition to coding and development tasks, the role requires a keen eye for identifying and addressing software bugs and issues as they arise. Collaborative problem-solving with team members is key to troubleshooting and resolving technical problems promptly. Ensuring proper documentation is another important aspect of the role, as the officer maintains records for code, development processes, and project updates in an organised manner for future reference.

The Digital Development Officer serves as a valuable resource for providing 3rd and 4th line technical support and assistance to colleagues and end-users, aiding them in navigating digital tools and solutions. The role also extends to offering handover and technical support to IT colleagues to enable them to provide 1st and 2nd line support for end-users effectively. Continuous learning and skill enhancement are encouraged, with a focus on staying updated on industry trends, new technologies, and best practices.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Educated to degree level or equivalent in a computer related subject or equivalent knowledge and experience to demonstrate technical knowledge and ability. Qualification or vast demonstrable experience in frameworks and processes, e.g. Agile, Prince 2 and ITIL. Evidence of continuing professional development (technical)	Masters degree in a computer related subject.
Competence Summary (Knowledge, abilities, skills, experience)	**Technical Skills** Proficiency in programming languages including but not limited to JavaScript, SQL, Power FX, C# and data formats such as JSON and XML. Strong skills in web development, including HTML, CSS, and responsive design principles. Experience with a JavaScript library such as Vue.js or React.js Experience with low-code development platforms like Microsoft Power Apps or equivalent. Expertise in integrating applications and systems using APIs. Knowledge of databases (SQL Server, MySQL) and database design. Experience with Microsoft 365 tools like SharePoint, Power Apps, and Power BI for effective utilisation and integration. Understanding of infrastructure components such as servers, networks, and cloud services (e.g., Azure, AWS). Experience with data security and privacy best practices, including	Knowledge and experience of the Netcall Liberty Create Platform and/or govService Platform. Knowledge of Active Directory, DNS, DHCP and SSL certificates. Proficiency in both front-end and back-end development, allowing for end-to-end ownership of digital solutions. Experience in developing progressive web applications enabling additional features on iOS and Android mobile platforms Familiarity with DevOps principles and tools for continuous integration and continuous deployment (CI/CD) pipelines Certification in cybersecurity (e.g., CISSP, CompTIA Security+) to bolster data security expertise. Understanding of IoT principles and experience in developing applications for IoT devices. Experience in building AI-powered chatbots for improved user engagement and support. Experience with automated accessibility testing tools such as Axe

encryption, authentication, and access control.	Experience with a Linux distribution without a GUI (such as Ubuntu Server).
Knowledge of the entire software development lifecycle, from requirements gathering to deployment and maintenance.	
Experience working with version control tools (such as GIT).	
Knowledge and experience of W3C and WAI accessibility standards and website accessibility issues.	
Proficiency in software testing, including unit testing, integration testing, user acceptance testing and automated testing.	
Strong documentation skills to create technical specifications, support documentation, and user guides.	
Awareness of emerging technologies such as AI, machine learning and their potential applications.	
Understanding of user experience (UX) and user interface (UI) design principles to create user-friendly solutions.	
Basic data analysis skills to interpret and extract insights from data using tools like Excel or specialised analytics software.	
Ability to design and deliver training sessions to share knowledge and skills with support teams.	
Other	
Strong problem-solving ability to address complex technical issues effectively.	
Clear and concise communication skills for technical and non-technical audiences.	
Proven track record of working well in cross-functional teams and with stakeholders.	

	A customer-centric approach to meet end-user needs.

Resilience in the face of challenges and a commitment to continuous improvement. |
| **Work-related Personal Requirements** | A proactive and innovative mindset to propose and explore creative solutions to digital challenges.

The ability to thrive in a fast-changing environment and embrace new technologies and methodologies.

A collaborative and supportive approach to work effectively within cross-functional teams and contribute to a positive team dynamic.

A genuine commitment to understanding and prioritising the needs of end-users and stakeholders. |
| **Other Work Requirements** | The ability to converse easily with members of the public and respond effectively to questions in spoken English |
| **Role models and demonstrates the Council's values and behaviours** | Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day. |

Inclusive
Ambitious
Always learning
Being Bracknell Forest

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.