

Digital Developer and Designer (Platforms)

Job Description

Position Pay Level: 6

Position Pay SCP: 24 to **SCP:**29

Salary: £36,508 to £40,958 **inclusive of Local Weighting Allowance**

DBS requirement: Standard

Reports to: Head of Digital

Financial Responsibilities: None but will support Slough Borough Council in reaching a sustainable future and significantly improve transactional workflows with residents, lowering costs for the Council.

Main purpose of Job:

In this role, you will be responsible for developing and configuring user-centred digital services - particularly the content management system (Jadu) and associated integrations. You will ensure that the website remains accessible, user-friendly, and functionally up to date. You'll work closely with service teams and colleagues across the digital team to deliver website improvements, publish workflows, and third-party web integrations such as SSO and APIs. You will also help services understand and improve digital usage. Alongside this, you will contribute to form creation and testing, collaborating to inform and shape future platform developments.

Your work will contribute to improving the efficiency of services, reducing costs, and enhancing user experiences by delivering intuitive and reliable digital solutions. You will contribute to testing, platform improvements, and innovation, sharing insight and development ideas across the digital team.

The role will demonstrate and embed the Council's values and behaviours, working collaboratively with Members, services across the council, partners, and stakeholders to deliver the council's objectives and priorities to help build a sustainable highly effective organisation and develop our reputation as a successful council delivering great value for its residents.

Main Accountabilities:

- Configure and develop public facing online digital services in collaboration with all service areas and the ICT & Digital Team, so that the provision of these services is effective in driving down cost, improves service quality, and meets the latest standards required by law - for example: accessibility, information security, cyber security, GDPR, open data.
- Ensure new web services undergo full reviews and functional and user testing, so they are fit for purpose and use, and that all services are documented to standards set by the ICT & Digital Team policy and process. Where issues are found, manage, log, and liaise with system operators and the ICT & Digital Team to mitigate issues with performance or availability.
- Monitor the effectiveness of digital services and maintain any on-premises or cloud systems that are involved in provision of digital customer services and ensure these remain updated and appropriately licenced.
- Be responsible for the Jadu XFP (XForms Pro) platform and Arcus forms package to design, build, test, and implement accessible, online forms that meet the needs of multiple departments. Work to integrate forms with the CXM (Case Management System) to improve user experience and Customer Service's visibility of cases.
- Connect back-office systems using APIs, integrations, webhooks and similar methods to enhance system efficiencies. You will collaborate with departments to gather requirements to conduct this work in order to automate tasks and workflows, improve website interactions and increase uptake of digital services.
- Ensure interactions with digital platforms are maximised by taking opportunities to develop the Jadu platform in ways that will improve internal workflows and external digital self-service offerings for web users such as, where required, conducting API, integration and webhook work between the Council's website and back-office systems.
- Review managed platform updates and issues regarding user interactions and keep up to date with digital transformations within the sector to inform on the procurement or development of digital innovations that could maximise performance in a low-cost, effective, and user centred way.
- Through collaboration with multiple teams, lead on digital transformation works to align services by identifying service requirements for existing 3rd party sites and rebuilding them within the Jadu Galaxy platform in the form of micro-sites. Once built, assist colleagues with learning how to maintain new sites.

- To do as reasonably directed by your line manager in line with your skills and ability, undertake training where required, cover for others in the Digital Team as required, and support the work of junior team members, including coaching and mentoring

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Person Specification:

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Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	Experience of developing and configuring software and digital services in similar scale organisations	E	(I, A)
	Experience of building, testing, and publishing web forms and content elements for internal and external use within Case Management Software and Content Management Systems such as Jahu and Arcus	E	(I, A)
Experience	Over 3+ years' experience working in ICT and Digital	E	(I, A)
	Experience of working in fully agile teams with an understanding of the core concepts such as, sprints, retrospectives, estimation, Kanban, and burndown charts	D	(I, A)
	Awareness of the Digital landscape within the UK from GDS, local government, and other government organisations	E	(I, A)
	Experience of working in local government, providing an awareness of the critical transactions that enable it to serve the public need	D	(I, A)
	Experience in building and maintaining system integrations such as APIs and Webhooks –	D	(I, A)

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	Experience in working with Jadu products will be of benefit		
	Experience of using a range of programming and configuration tools to deliver organisational outcomes	E	(I, A)
Skills and abilities	Skilled in analysing issues and problems and working collaboratively with colleagues to resolve them	E	(I, A)
	Experience of conducting user testing and research to identify issues with digital journeys and how to remedy issues in a cost-effective way	E	(I, A)
	Experience of configuring API Integrations and an understanding of how they improve workflows, customer journeys, and user experience	D	(I, A)
	Skilled in working with matrix managed project and programme teams and applying effort to achieve organisational outcomes	E	(I, A)
	Experience in building and maintaining system integrations such as APIs and Webhooks – Experience in working with Jadu products will be of benefit	D	(I, A)
Knowledge and understanding	Familiar with applicable national and international standards, frameworks, and methods such as WCAG, Agile, SCRUM, ISO 27001	D	(I, A)

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	Understanding of Search Engine Optimisation, web analytics, and best practice for user journey development	E	(I, A)
Qualifications	Membership of any industry bodies (e.g., BCS, BIMA), working groups, forums, or committees within the post holder's area of work	D	(I, A)
	A commitment to equality and diversity.	E	(I, A)
	Understanding of Health and Safety legislation and good practice and how it relates to themselves and others in the workplace.	E	(I, A)