Rushcliffe
Borough Council

Finance and Corporate Services – ICT Services	
Job Description	
Digital Service Improvement Developer	
Grade LS11	Post Number: TBC
Responsible to:	ICT Operations Manager
Responsible for:	No line manager's responsibility
Job Objective:	To lead the development of digital solutions across the Council. Ensuring they are user-centric, technically sound, and aligned with the Council's digital strategy. The post holder will design, test, and implement digital tools, including eForms, Workflows, Dash Boards, Power Automate, Power BI, AI, and Chatbots, ensuring that all projects/ tasks meet their deadlines and are delivered to the correct standard and quality.
Main duties and responsibilities:	• **Develop effective digital solutions including eForms, workflows, and integrations, as directed by the Head of Service for Digital and Design.** Translating service requirements into functional digital tools that streamline operations and improve user experience. Designing and building eForms to capture data. • ***Power Automate and Business Intelligence*** Power Automate and Power BI will be used to streamline business processes through automating repetitive tasks, integrating data sources, and enhancing operational efficiency across departments. • **Develop and implement code using front-end programming languages to meet user needs.** Working iteratively with Stakeholders, using modern front-end technologies (e.g., HTML, CSS, JavaScript) to code and create intuitive and accessible user interfaces. Writing clean, maintainable code while adhering to accessibility standards and Council guidelines, to create inclusive and effective digital services. **Administration** • Ensure all developments are documented, prototyped, and tested appropriately. Create user guides. Create validation prototypes and implement rigorous testing protocols to ensure reliability and performance. • Managed and maintain relevant inventories (including Media, Software and Hardware). • Upskilling system users to support new technology.

	Stakeholder Engagement: User Research and Innovation. • Conduct user research to engage internal and external stakeholders. • Use feedback, analytics, and testing to inform design and development decisions. • Ensure all digital developments are current, fit for purpose, and aligned with the Council's digital strategy. • Identify opportunities to enhance digital service provision across the Council.
	Project resource • Responsibility for the completion of tasks for ongoing Programs and updating the Project management software • Technical resource for various projects for the development of new digital services and the growth and development of our existing systems. • Provide regular status reports on projects.
	Customer Services • Maintain effective communication and professionalism with your colleagues and third-party support staff. • Always establish and portray a professional image of the department with a 'can-do' attitude and set expectations as appropriate for the resolution of issues whilst demonstrating the willingness to go the 'extra mile.' • Proactively liaise with System Owners to ensure that technical solutions are appropriate and meet both the users' needs and ICT standards.
	Other Duties • Perform any other duties that are within the scope and grading of the post which could also be requested by the line manager or Lead Specialists. Evening meeting cover for a meeting involving councils.
DESIGNATED CAR USER	• You will be required to hold a current and valid driver's license, as you will be asked to support users at other Council sites or Councillor visits at their homes. You will ensure that you have business insurance on your vehicle to be used for work purposes.
SPECIAL CONDITIONS	Evening and weekend work will be required to perform maintenance upgrades, project or tasks, and any other service support requirements. (such as supporting Council meetings). Working hours are not fixed and require flexibility to adapt to business needs.
RESTRICTIONS	This is not a politically restricted post. This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.
NOTE	The above job description sets out the main responsibilities of **Digital Improvement Development Officer** Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process. All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

Approved by:	Matthew Doar
Designation:	ICT Operations Manager
Date:	14/01/2025