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	Senior Digital Developer
Service	CEO Office
Team	DDaT
Location	Shute End
Reports to	Product Owner – Digital Innovation
Responsible for	Technical guidance, coaching and quality assurance for developers and delivery colleagues as required.
Grade	9
Contract Type	FTC 12 months
Hours	Full Time/part time

Main Accountabilities	
1.	Lead the design, development, customisation and continuous improvement of complex digital systems and solutions, ensuring they are secure, resilient, scalable, accessible and aligned to council priorities.
2.	Interpret strategic service requirements and complex business problems, translating them into robust technical specifications, solution designs, workflows, integrations, automations and platform enhancements.
3.	Provide senior technical ownership for Digital and CRM platforms, including complex incident resolution, defect management, performance optimisation, risk mitigation and assurance of business-critical services.

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4.	Act as a senior technical partner to Business Analysts, service leads, product owners, project teams and suppliers, shaping digital solutions that improve outcomes for residents, staff and service users.
5.	Set and uphold technical standards for configuration, custom code, integrations, documentation, testing, release management, version control, accessibility, data protection and information security.
6.	Lead or coordinate release, testing and deployment activities for significant digital changes, ensuring controlled implementation, effective transition into BAU and clear communication with impacted services.
7.	Maintain expert knowledge of Digital, CRM, low-code and integration technologies, proactively evaluating emerging practice and recommending improvements that support transformation, efficiency and service resilience.
	platforms, and digital standards, proactively identifying opportunities for improvement and innovation
8.	Provide technical assurance for testing, acceptance criteria and defect resolution, ensuring solutions meet quality, accessibility, security and operational standards before release.
9.	Represent the digital development function in service planning, governance forums and project decision-making, providing evidence-based advice on technical options, dependencies, risks and delivery implications.
	Prioritise and resolve complex support tickets and operational issues, identifying root causes and driving preventative improvements across platforms and services.

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.	

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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.-	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.	



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

Purpose Details	
Service Purpose	To lead the development, enhancement and technical assurance of digital systems, including CRM platforms, that enable efficient, accessible, secure and user-focused services across the organisation. The service supports transformation, process redesign, operational resilience and improved outcomes for residents through effective use of technology.
Role Purpose	This senior role provides technical leadership for the design, development, integration and continuous improvement of Digital and CRM solutions that directly support council service delivery. Working with product owners, Business Analysts, project teams, service areas and suppliers, the Senior Digital Developer will shape technically sound, usercentred solutions and provide authoritative advice on feasibility, risks, sequencing and implementation approach. The post holder will lead delivery of complex platform enhancements, automations, integrations and service improvements, ensuring work is prioritised, quality assured, documented and aligned with organisational standards and digital strategy.
	The role will also provide coaching, technical assurance and escalation support across the delivery lifecycle, helping to build capability, reduce risk and ensure digital solutions remain secure, sustainable and responsive to evolving service needs.

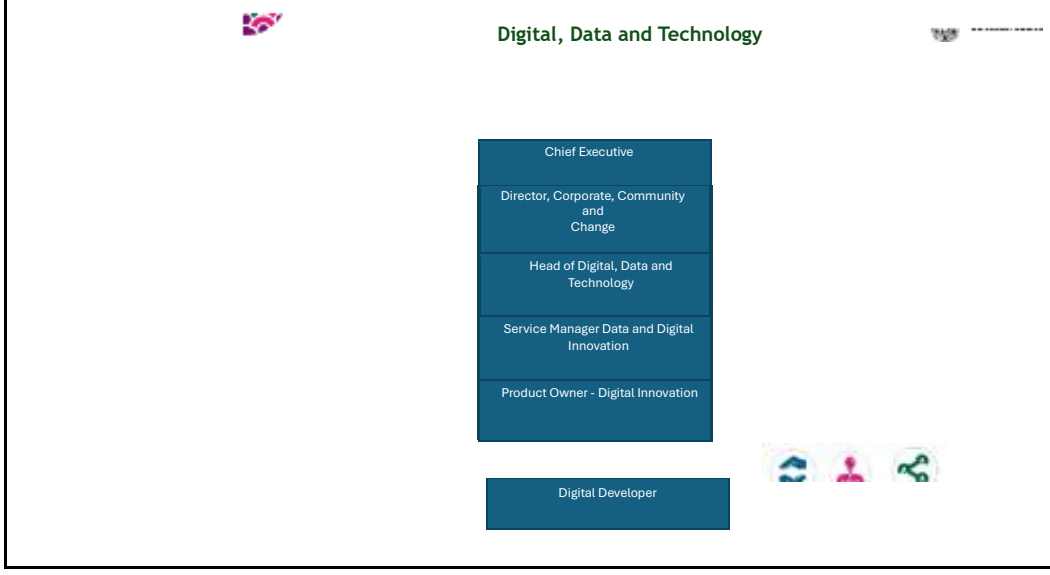
Supervision and Relationships	
Supervision Received	This post reports to the Product Owner – Digital and Data Innovation and will operate with a high degree of autonomy, receiving strategic direction and agreeing priorities, outcomes and standards.

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Supervision Given	No formal line management responsibilities, but the post holder will provide technical direction, coaching, peer review and quality assurance to developers, testers and delivery colleagues.
Contacts	This post will influence and advise stakeholders at all levels, including senior service representatives, project boards, suppliers and multidisciplinary delivery teams.

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

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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

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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:	March 2026
Evaluated by:	HR Team

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