(Tier 5)

Tier 5/ CRM & Service Developer, Scale K

Directorate: **Service area:**	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Online Apps Development
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our Online Apps Development team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	Application design, development, configuration, implementation and support. Trouble shooting and problem resolution
Key business measures	TBC
Statutory responsibilities *(if applicable)*	Not applicable.
Specific experience	The ability to interpret and analyse development requests and customer requirements, and to produce solutions using a variety of technologies including but not limited to .NET, Ruby on Rails, Oracle or 3rd party supplied solutions eg - CRM. Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences regarding development and technologies.

V1.0
*service = service, team, functions

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	The ability to organise own workload and decide priorities. Experience of contributing to the development of relevant policies and procedures. The ability to use own initiative to respond independently to difficult problems and unexpected situations.
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	Business Application Users Online Application Team Application Integration Team ICT Management Strategy and Commissioning Project Managers Business Analysts 3rd party engagement

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA

High performing   Collaborative   Customer focused   Accountable   Trustworthy

Our Behaviours

do what we say

move with purpose and energy

focus on solutions

help people and communities to find their own solutions

build strong working relationships

be the best we can be

Strategy... the direction we will take to achieve our outcomes

Plan... what we will do to achieve the strategy

Commissioning...the process of how we will plan, purchase and monitor our services

Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes

Operational Commissioning...the process for meeting need at an individual level or to a specific group

Delivery..providing services to our customers

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