



## Role Profile

The Role			
Role Title:	Senior Specialist	Reporting to (job):	Development Manager
Legacy job titles covered by this role profile:	Senior Developer	Jobs that typically report into this role:	Developer, Test Analyst
Function / Org Unit	FI&P, IT, IT Solutions	Job Number:	
Base and travel	HQ/Home based. Occasional requirement to travel for meetings	Band <i>(to be assigned by Reward)</i>	
Role Dimensions			
Number of direct reports	3	Manager/Individual Contributor:	Individual Contributor and Team Manager
Number of dotted line reports	Occasional temporary resource allocated as required - such as developer or test analyst. Offshore resources managed through a managed service - typically 2 developers.	Budget (Operating/Capital)	No direct budget. Responsible for raising/supporting business cases for expenditure.
Total No of Reporting Staff (include all direct and indirect reports)	5	Decision Making Authority & Responsibility for Resources	<b>Decision Making Authority</b> Management responsibility for the continuous development of business critical applications and platforms such as Liferay, SRM and Talend. Demonstrates creativity and thinking in the creation & planning of development tasks for both

			<p>onshore/off-shore development teams against the monthly release process.</p> <p><b>Responsibility for Resources</b> Responsible for directing and monitoring the work of developers and test analysts under their control - through a mix of matrix and direct line management. System development is in high demand and the effective allocation of work is paramount as is maintaining motivation and interest in order to maximise retention of key resources.</p> <p>Responsible for the technical management of the application/platform backlog, ensuring that requirements are understood, can be built and that realistic estimates are provided.</p> <p>Responsible for overseeing the quality of code produced under their direction. The potential impact to income or brand caused by a major defect or data integrity issue is significant - for example over £2m per month is processed through our digital systems.</p>
Working Environment	Office based, typically using computer equipment for long periods.		
Role Purpose	To provide an effective, timely and tested delivery service for the continuous development of the RSPCA's strategic & business critical applications and platforms and any integrations between them. To make recommendations & to facilitate the continuous improvement of the RSPCA's agile development methodology inline with software development best practices (e.g. Scrum/Kanban/Continuous Integration). To share knowledge & expertise with other developers at all levels through team meetings, show 'n' tells and documentation. To undertake regular code reviews to ensure its efficiency, accuracy and adherence to best practice.		

Principal Accountabilities	<p><b>Specialisms relevant to this role:</b></p> <p><b>Programming/software development (SFIA level 5)</b></p> <ul style="list-style-type: none"> <li>• Takes technical responsibility across all stages and iterations of software development</li> <li>• Plans and drives software construction activities</li> <li>• Adopts and adapts appropriate software development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches</li> <li>• Measures and monitors applications of project/team standards for software construction including software security</li> <li>• Contributes to the development of organisational policies, standards, and guidelines for software development</li> </ul> <p><b>Systems development management (SFIA level 5)</b></p> <ul style="list-style-type: none"> <li>• Defines systems development projects which support the organisation's objectives and plans</li> <li>• Selects, adopts and adapts appropriate systems development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches</li> <li>• Ensures that senior management is both aware of and able to provide the required resources</li> <li>• Facilitates availability and optimum utilisation of resources</li> <li>• Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed architectures, standards, methods and procedures (including secure software development)</li> <li>• Develops road maps to communicate future development activity.</li> </ul> <p><b>Consultancy (SFIA level 5)</b></p> <ul style="list-style-type: none"> <li>• Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution</li> <li>• Identifies, evaluates and recommends options, implementing if required</li> <li>• Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements</li> <li>• Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.</li> </ul> <p><b>Specialist Advice (SFIA level 4)</b></p> <ul style="list-style-type: none"> <li>• Actively maintains knowledge in one or more identifiable specialisms.</li> <li>• Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Recognises and identifies the boundaries of their own specialist knowledge.</li> <li>• Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.</li> </ul> <p><b>Performance management: (SFIA Level 4)</b></p> <ul style="list-style-type: none"> <li>• Allocates routine tasks and/or project work.</li> <li>• Provides direction, support and guidance as necessary, in line with individuals' skills and abilities.</li> <li>• Monitors progress against agreed quality and performance criteria.</li> <li>• Acts to facilitate effective working relationships between team members.</li> </ul> <p><b>Release and deployment (SFIA level 4)</b></p> <ul style="list-style-type: none"> <li>• Assesses and analyses release components</li> <li>• Provides release notes and input to scheduling</li> <li>• Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods and ensuring information exchange with service transition &amp; release management</li> <li>• Ensures release processes and procedures are followed and maintained</li> </ul> <p><b>Systems integration and build (SFIA level 4)</b></p> <ul style="list-style-type: none"> <li>• Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing</li> <li>• Collaborates with technical teams to develop and agree system integration plans and report on progress.</li> <li>• Defines complex/new integration builds</li> <li>• Ensures that integration test environments are correctly configured</li> <li>• Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system</li> <li>• Recommends and implements improvements to processes and tools</li> </ul> <p><b>Supplier management (SFIA Level 3)</b></p> <ul style="list-style-type: none"> <li>• Acts as the routine contact point between the organisation and suppliers</li> <li>• Supports resolution of supplier related incidents, problems, or unsatisfactory performance</li> <li>• Reports &amp; reviews on supplier performance data (often provided by supplier)</li> </ul>
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<b>Key Interfaces</b>	<p><b>Projects &amp; Programmes/Business Analysts/Business users</b> - strong collaborative, team based working in the management of the monthly development sprints.</p> <p><b>System / UAT testers</b> - to ensure that all new functionality and services are tested to an appropriate level &amp; standard and that they are fit for purpose and meet user requirements</p> <p><b>Solutions Architects</b> - collaboration &amp; review of solution definition. Clarification and escalation point for any required design decisions where they may result in a change to existing architecture.</p> <p><b>Technical Design Authority</b> - Review and potential sign-off for any changes to underlying architecture.</p> <p><b>Release Management / Service Transition</b> - notification &amp; scheduling of monthly releases and deployments to production. Transition of any new functionality and services into the support teams and environments</p> <p><b>3rd party Service Providers</b> - non-commercial supplier relationships focused on delivering development and technical service provision (onshore/offshore)</p> <p><b>Industry/Platform Networks</b> - technology monitoring, awareness of scheduled upgrades and potential impact</p>
<b>The Person</b>	
<b>Personal Attributes and Key Competencies</b>	<p><b>SFIA Generic level: Level 5</b></p> <p><b>Autonomy</b> Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.</p> <p><b>Influence</b> Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage.</p> <p><b>Complexity</b> Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.</p>

	<p><b>Knowledge</b></p> <p>Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within own area of influence.</p> <p><b>Business skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrates leadership.</li> <li>• Communicates effectively, both formally and informally. Able to translate technical subjects for a non technical audience.</li> <li>• Facilitates collaboration between stakeholders who have diverse objectives.</li> <li>• Analyses, designs, plans, executes and evaluates work to time, cost and quality targets.</li> <li>• Analyses requirements and advises on scope and options for continuous operational improvement.</li> <li>• Takes all requirements into account when making proposals.</li> <li>• Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder</li> <li>• Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives.</li> <li>• Assesses and evaluates risk.</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Proactively ensures security is appropriately addressed within their area by self and others.</li> <li>• Engages or works with security specialists as necessary.</li> <li>• Contributes to the security culture of the organisation.</li> </ul>
<p><b>Essential Key Skills, Qualifications &amp; Experience</b></p>	<p><b>Generic</b></p> <ul style="list-style-type: none"> <li>• Degree educated in Computing, Data Science or Mathematics or equivalent experience</li> <li>• Minimum 5 years working in a developer role, with at least 1 in a senior capacity for a company of similar complexity</li> <li>• Ability to take ownership of both the software solution delivery and continuous improvement activities within the scope of their technical specialism (e.g. Salesforce, Liferay, Talend)</li> <li>• Experience of designing and delivering systems and integrations with awareness of high availability and high volume requirements</li> <li>• Proven experience in the application of Agile development practices and running Agile teams</li> <li>• Experience of translating business requirements into technical specifications and buildable solutions</li> </ul>

- Experience of working effectively within the context of a well understood architecture
- Experience of performing code reviews
- Capable problem solver with experience of identifying and taking action to remedy defects or weaknesses (including security) in code and system designs.

### **Technology Specific**

Advanced knowledge, experience and formal qualifications specific to workstream the postholder is responsible for:

#### **1 - Website development stream**

- Java development, object-oriented design and design patterns
- Web based skillset (e.g. javascript, javascript frameworks, css, html)
- Java ecosystem and associated build tools (e.g. IntelliJ)
- Portlet based CMS solutions - Liferay preferred
- Industry standard RDBMS such as Oracle, MySQL
- Integration solutions - using and developing APIs (e.g. SOAP, REST)

#### **2 - Salesforce (SRM) development stream**

- Salesforce administration and development experience with appropriate certifications (such as ADM-201 and DEV-401)
- Salescloud Non Profit Success Pack (NPSP)
- Developing using Apex
- Data integration / ETL tools - Talend preferred
- Integration solutions - using and developing APIs (e.g. SOAP, REST)

#### **3 - Salesforce (Field Service) development stream**

- Salesforce administration and development experience with appropriate certifications (such as ADM-201 and DEV-401)
- Servicecloud
- Field Service Lightning
- Developing using Apex
- Data integration / ETL tools - Talend preferred
- Integration solutions - using and developing APIs (e.g. SOAP, REST)

<b>Desirable Key Skills Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing offshore development teams</li> <li>• Experience of technical implementation of continuous integration solutions</li> <li>• Formal Agile qualifications (such as Scrum master)</li> <li>• Formal qualifications in SDLC</li> <li>• Experience of managing development teams</li> </ul>
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<b>Creation and Authorisation</b>			
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>			
<b>Profile written by:</b>	Daren Hother Andy Scales	<b>Role:</b> HoD IT Solutions Development Manager	<b>Date:</b> 18/08/2020
<b>Approved by (operations):</b>	Nick George	<b>Role:</b> AD IT	<b>Date:</b> 21/08/2020
<b>Approved by (HR):</b>		<b>Role:</b>	<b>Date:</b>
<b>Date Job last evaluated:</b>			