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|  | JOB DESCRIPTION | Form JD1 |
| JOB TITLE: Web Configuration Officer | **POST NUMBER:**  |
| **REPORTS TO:**  | Web Manager |
| **DEPARTMENT:**Customer and Communities | GRADE: 8 |
| **JE REF:**  | 0100 | **PANEL DATE:**  | 17/08/2021 |
| **1.** | **MAIN PURPOSE OF JOB**The Web Service Team administers the council’s growing online offer as customers engage with us more and more using digital channels.The Web Configuration Officer works with the Web Services Team to create user-friendly online experiences for the council’s customers, by developing and documenting all aspects of custom workflow processes (configuration items, lists, rules, queues and other setup options) and integrations in accordance with internal standards (such as, web governance framework, ICT digital standards) and UK law.The Web Configuration Officer develops innovative and creative solutions, in line with the latest best practice. They support the corporate website, intranet and sub-sites and ‘partner provided’ functionality on a day to day basis, ensuring the council’s ‘online assets’ are customer focused and meet specified web standards, taking into consideration the usability and accessibility of user journeys as they see tasks and projects from conception through to delivery.The Web Configuration Officer liaises with partners and providers on business process issues; working cross-service they must take a joined up approach, and cascade high quality insight, information, and training, to relevant stakeholders. |
| **2.** | **KEY TASKS:** |
|  | 1 | Ensure day to day operational tasks are completed in accordance with the corporate Web Governance Framework, and assist with the implementation of central government and industry agreed standards, while adhering to Quality Assurance measures. |
| 2 | Review new and existing processes using the most up to date knowledge of modern platforms. |
| 3 | Support the development and configuration of business process workflow on the council’s web-based systems in line with business need, the council’s digital vision and guidelines regarding brand, style, usability, accessibility, security and privacy and change management. |
| 4 | Undertake ad hoc pieces of work associated with the development of the council’s business systems, relating to business processes and relevant technical integrations. |
| 5 | Produce accurate and regular reports on progress in rolling out new business process workflows. |
| 6 | Contribute to the road map for the development of digital services across the organisation. |
| 7 | Provide training and support in relation to system configuration for in-house teams across Customer Services and ICT, including supporting the development of a training documentation, strategies and plans. |
| 8 | Keep up to date with the most recent version of integrated products, utilising training opportunities and personal development time. |
| 9 | Provide technical and configuration advice and support to Web Services Team, ICT Teams, and other stakeholders, in the rollout of digital services across the organisation. |
| 10 | Use experience and knowledge of integrated systems (such as ESRI mapping) in developing business process workflow. |
| 11 | Provide advice and help with tasks and activities needed for a successful system implementation. Feed-back useful information to and from related business areas. |
| 12 | Identify issues within business areas and help with resolving these where possible (for example, resource, data, system, business change, etc). |
| 13 | Participate in system testing sessions, debugging and resolving any issues encountered. |
| 14 | Make changes to procedures, processes, functionality and web content from customer insight. |
| 15 | Demonstrate expertise and hands on experience in developing standards-compliant web-code/content within applications and associated APIs, using appropriate programming languages (including HTML CSS, JavaScript and PHP). |
| 16 | Assist in the implementation of processes and technologies which drive channel shift, moving customers towards digital solutions. |
| 17 | Work in partnership with ICT teams to design and implement enhancements to functionality of the CMS, sub-sites and other systems. |
| 18 | Support web developments by partner providers alongside colleagues in ICT and Communications teams to ensure corporate and legal standards are met. |
| 19 | Offer advice to stakeholders to review and respond to the challenges of an evolving technological environment. |
| 20 | Work within prescribed CYC coding standards to ensure secure, fully-tested, well-documented and version-controlled outputs. |
| 21 | Support functionality being optimised to the best search engine results, (including effective use of plain English, keywords and well-structured content). |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**(Number of staff reporting to jobholder and nature of supervision eg full line management responsibility, or day to day supervision of work) Direct: 0Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION*** This role brings creative, new, and dynamic ideas to the Web Services Team; the post holder plays a part in supporting the council’s digital vision.
* The role is required to output correct configuration of innovative and challenging business process solutions, within systems/products, and to drive improvement.
* The post holder will be creative in their approach to maintaining and documenting; configuration items, lists, rules, queues and other setup options; they identify, recommend, and assist with the implementation of information sharing solutions.
* The post holder is expected to design, code, create, edit, store and administer business process workflows which are clear, concise and accessible. This requires strong configuration skills, alongside an ability to make positive decisions, based on solid foundations of understanding.
* The role requires effective working relations with a range of people, internally and externally; the post holder must be a confident communicator, with the ability to express complex ideas concisely and in a way that is accessible for people of all abilities.
* The Web Configuration Officer uses creativity and innovation when utilising available technology to find and develop solutions which work cross-service, and with partner organisations.
* Creativity and innovation is essential in the provision of ongoing training and support to business process users across the council. A requirement for appropriately presented information to a range of audiences, where specifications and purposes differ commands flexibility of approach.
* A high level of creativity and innovation is needed to develop and maintain a programme of business process implementation, using specialist technical knowledge.
* The post holder will be expected to understand and contribute ideas on the design, format and development of complex business process information, data workflows and integrated systems.
* The post holder must maintain a demonstrable working knowledge of usability and accessibility issues, solutions and law; recent in-depth experience of current WC3 guidelines are required.
* The post holder needs the ability to question assumptions, and improve ideas; they must be able to make informed decisions based on appropriate understanding of requirements and consequences, and take action within their discretion - in all areas of their work, the post holder must give consideration to the reputation of City of York Council.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal*** Web Manager provides line management
* Service area contacts to give technical support – the post holder will build relationships so managers have confidence in the advice provided
* Work closely with the ICT Teams to ensure business process workflow configuration is consistent with CYC technical and testing standards and preferred methodologies
* Liaise directly with ICT to agree testing and deployment processes and timelines
* Work with ICT system support team to ensure the continuing development and optimum use of products from a configuration and systems user perspective; keeping ICT informed of future development, and liaise in respect of testing future system releases
* Advise Service Area Managers to share, understand and act upon business intelligence information, and work with a range of staff, at all levels, on a regular basis, to digital business process solutions and performance information
* Work with Customer Service to ensure online functionality is fit for purpose
* Consult with and present best-practice guidelines to members of project teams, to ensure that functionality works together appropriately
* Occasional contact with councillors to explain development proposals, give rationales and persuasive argument; the outcome could be influential on policies and practices
* Liaising with stakeholders and other team members using a professional and friendly attitude

**External*** Correspondence with members of the public

Networking with other local authorities, professional bodies and organisations to share knowledge* Contact and working with central government in respect of developing business process and complying with digital standards
* Maintains good technical relations with suppliers and partners involved in the implementation of digital solutions at the council
* Maintaining regular contact with other third party suppliers of a range of systems and software to ensure the council is making maxim use of its existing digital platform, and taking advantage of new developments and upgrades
* Consultation with residents/user groups, to try and influence future developments in the best interests of the authority
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| **6.** | **DECISIONS – discretion & consequences****Discretion*** Uses independent judgement and autonomy within their work; able to react quickly to requests for functionality, and decide on the best delivery of solutions.
* Acts on their own initiative with limited guidance from the Web Manager, adhering to relevant guidelines, whilst ensuring standards related to coding, usability, accessibility, security and privacy are met to the highest level of quality.
* Uses their best judgement to decide what solution provides optimum cost effectively whilst meeting business needs.
* Makes decisions to tailor solutions and outlines/sets the processes which are adopted cross-Service Area, during the implementation of systems.
* Recommends bespoke (and off-the-shelf) technical and configuration approaches which are carried forward into procedures and practice, influencing the ongoing operation of digital services across the organisation.
* Supports and implements relevant protocols, which assist the council’s digital vision, and impact upon customers’ ability to successfully access online services.
* Ensures that all solutions are tested and signed off by relevant senior officers.
* Supports and advises business process users and other stakeholders.
* Has regular access to confidential data, including personal data.

**Consequences*** The building and implementation of digital solutions is critical to service delivery, the customer, and delivering efficiency; failure to do this correctly could have a severe impact on the business being able to operate, on customers having access our services, and to deliver efficiencies resulting in loss of council revenue.
* Failure to deliver key business change processes on time will have a direct impact on services areas being able to deliver council priorities.
* Recommendations about the best solutions have implications for the effective delivery of services, the targeting of resources and the monitoring and evaluation of performance.
* The delivery of digital business processes and related decisions have significant bearing on whether corporate priority improvement outcomes are achieved and the council’s ability to direct or save resources appropriately to improve customer services corporately.
* If the right training is not delivered to business process users, the impact of badly designed and poor quality solutions in the council’s system could be catastrophic, leading not only to high costs and inefficiency in performance, but also potentially leading to failures in service to provide the right protection for vulnerable customers.
* Work undertaken by a Web Configuration Officer has impact upon the overall usability, accessibility and functionality of the council’s corporate website, intranet, sub-sites, content management system, and other systems, meaning the user experience of online customers, residents and visitors is (indirectly) influenced by this role.
* Mistakes made by a Senior Web Officer could have consequences for the council’s reputation and customer relationships, and for customers who could act upon inaccurate information, or fail gain to access online services as a result of accessibility, usability and functionality issues.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)*Description Value |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands** * Many conflicting deadlines on a weekly basis, which require adjustments of workloads to enable deadlines to be completed, particularly to meet project and programme deadlines
* Some of the workload is planned and follows timetables
* Some of the work is unplanned and therefore prioritising and re-prioritising of workload need to be carried out regularly in conjunction managers

**Physical demands**Office environmentMay include some evening and weekend workRequires a high concentration level; working for long periods on complex tasksPeriods of time sitting, and using DSE* The role requires excellent attention to detail at all times
* The post holder will need a fluency level of C2

**Work conditions*** Some external visits to attend meetings/deliver training, for example, when working with suppliers, or business process users based in other buildings

Spend the majority of their time using a keyboard and looking at DSE**Work context*** General office, no physical risks
* Risk issues relate to intensive PC use
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| **9.** | **KNOWLEDGE & SKILLS*** A professional qualification in a relevant subject, and/or previous experience in a similar role, with demonstrable continued improvement.
* Systematic, disciplined analytical approach to problem solving.
* Ability to analyse, interpret and summarise information accurately and succinctly with a good understanding of the role that efficient digital business process play within a large organisation, and an understanding and appreciation of benefits found from using systems such as, but not limited to, CMS, CRM, MDM and GIS.
* A sound understanding of data processing and data quality checking techniques, with excellent skills in the analysis and interpretation of business process; proven experience in the interrogation of key corporate business information processes.
* Excellent data translation and presentation skills, with working knowledge of advanced Microsoft Office techniques.
* Excellent numeracy, IT, plain English and active language skills; strong ‘clean’ code writing and configurations skills, with high attention to syntax accuracy and detail - avoids bloated solutions; possesses knowledge and skills to bug test, validate, and error trap solutions.
* Technical experience in developing configurations/solutions to required standards and to achieve quality parameters, including customer journey and service performance considerations.
* Self-motivated, with excellent organisational skills with the ability to multi-task, establishing priorities amongst a range of conflicting demands, and delivering to tight deadlines.
* An understanding of web technology and keen interest in emerging digital technology; innovative and curious, with an ability to trial new ideas and push creative boundaries - keen to learn new techniques and technical skills.
* Knowledge of local government services and the working practices and solutions used within systems adopted by local government authorities; a general awareness of the nature of business-critical incidents, and of their implications.
* Experience of developing using PHP, including a strong working knowledge of the latest related coding standards.
* Working knowledge of common coding languages including, but not limited to: HTML, CSS, JavaScript, JQuery, API, Web Services (REST/SOAP), ASP and XML.
* Knowledge and proven experience of User Acceptance Testing principals and processes to ensure solutions are delivered to a high standard and provides a consistent user experience.
* An understanding of modern web UI/UX patterns, and the principles of SEO, cyber security and data privacy.
* Strong ability to communicate with people, at all levels; excellent interpersonal skills for communicating complex ideas to ‘non-technical’ professionals, and the ability to influence others whilst feeling comfortable in a variety of situations, such as workshop, 1to1, or group facilitation
* Ability to work as part of a team and to develop strong relationships with colleagues and stakeholders.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure** |