Job Description

Job title	Solutions Developer
School/Service	Digital Services
Normal Workbase	Stoke campus
Tenure	Permanent
Grade/Salary	Grade 5
FTE	37 hours per week/ 1.0 FTE
Date prepared	September 2021

Job Purpose

Staffordshire University is on a journey to becoming the leading digital university across the UK, transforming the student experience and improving student success in an increasingly disruptive, digitally led world. The Digital Services department is responsible for the University's overall use of digital technology to achieve strategic aims of the organisation.

The department consists of three core functions as follows:

- Architecture & Security (responsible for identifying and selecting digital capabilities for the University)
- Digital Transformation (responsible for developing and overseeing the delivery and implementation of digital capabilities for the university)
- Service Management (responsible managing and maintaining all live, operational technology for the university)

The Digital Solutions team within Digital Transformation is responsible for the implementation/delivery and support of Digital Technology solutions (e.g., Applications, Mobile Apps, Bots, AI) in line with university requirements, ensuring that we deliver:

- Empowering, innovative, user-centric solutions.
- Creative and daring proposals making use of modern and emerging technology.
- Solutions that are secure, robust and reliable.

The Solutions Developer (Grade 5) is our entry-level developer role, responsible for the following:

- Assisting with the design, development and integration of software solutions across a variety of platforms including web applications and mobile apps.
- Growing and developing their personal skills and knowledge of development.
- Ensuring that technology developed internally and externally meets or exceeds expectations.

Relationships	
Reporting to:	Digital Solutions Manager
Responsible for:	No line management responsibility

Main Activities

- Assisting with the design, development and maintenance of digital solutions across the following domains – web development, mobile app development, software integration.

- Participate in development scrums.

- Ensure in-house solutions meet or exceed agreed business requirements and user expectations.

- Create and maintain solution documentation to the required standards.

- Work closely with teams to transition new services into the 'live' environment, ensuring that they are supportable and reliable.

- Growing and expanding their knowledge of development and integration.

- Resolving problems and issues within the team – liaising with different departments or third-party suppliers where necessary.

- The postholder may be required to participate in a rota to provide IT on-call cover to maintain business critical systems during weekdays or weekends. A payment for each evening, weekend and bank holiday sessions will be made.

- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

- To undertake other such responsibilities as may reasonably be required.

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

The postholder may be required to undertake planned IT out-of-hours support activities, up to 4 hours / month on Saturday or Sunday, and up to 4 hours / month during the evening (Monday to Friday). The postholder will be entitled to time-off-in-lieu, to be recorded on a flexi-sheet and agreed in advance with their manager. A minimum of 4 weeks advance notification will usually be provided, although there may be some exceptions due to 'emergency' requirements.

If, in exceptional circumstances, additional hours of evening/weekend work are required in any month, time-off-in-lieu or overtime would apply in accordance with the University Remuneration Policy.

The postholder may be required to participate in a rota to provide IT on-call cover to maintain business critical systems. The times covered by the support rota will be:

      Monday – Friday   5.00pm - 10.00pm
      Saturday/Sunday/ Bank Holidays*   9.00am - 5.00pm
      *Excluding Easter Sunday, Christmas Day, Boxing Day and New Year's Day

A payment for each evening, weekend and bank holiday 'sessions' will be made.

In addition to the above, the postholder will be compensated for any time spent handling unplanned activities by either time-off-in-lieu or overtime at the appropriate rate for their grade.   Expenses claims for journeys into work to investigate unplanned out-of-hours problems will be paid in accordance the University Expenses Policy. However, in the event that there is a change in University policy, these payments cannot be guaranteed in the future.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage you to apply on-line at our website http://jobs.staffs.ac.uk as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.