**ROLE PROFILE**

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| **Job:** Software Developer (CRM) | **Reports to:** Delivery Leads | **Tier: T3** |

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| **Job Purpose:**  The Software Developer (CRM) position is an important and hands-on role and will be challenged to design and implement innovative solutions that utilise state of the art technology to resolve business problems. Working in an Agile team alongside our Technical Leads and Scrum Masters as well as existing IT staff who are developing new skills. To play an active part in continuously improving team culture as part of the corporate agile/DevOps vision, whilst helping identify and deliver measurable value and iterative products as part of our Digital Transformation. | **Key Competencies:**   * Flexibility and Resilience * Interpersonal Understanding * Meeting Customer Needs * Results Focus * Innovation * Impact and Influence * Building Relationships 3 |
| **Key Responsibilities:**   |  | | --- | | 1. Coding, Testing, Documentation in the areas of development and maintenance 2. Ownership of assigned software and non-software deliverables 3. Production of accurate, unambiguous technical design specifications to the required level of detail in the timescales as defined by YHG’s principles 4. Deputising for Technical leads in areas of skills specialism and attending and tech community events in order to maintain your skills. 5. Production, preparation and execution of unit test plans 6. Production of efficient and fully documented code 7. Production of supporting technical and installation documentation for internal and external publication and ensuring Tech Specs, code and/or Unit Test Plans produced are all in line with the Traceability Matrix/Functional Specification 8. Achievement of agreed productivity targets in order to ensure developments are delivered within budget, to schedule and to defined quality standards 9. Completion of all necessary software and non-software components in the timescales as defined by the Project Manager. Quality and adherence to Standards 10. Facilitate Peer reviews to evaluate all code to ensure that its technical content and quality meet YHG standards | | |

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|  | **Essential** | **Desirable** |
| **Knowledge** | * Have an understanding of implementing business workflows and processes. | * Knowledge of the OWASP top 10. * Knowledge of cloud-based build and infrastructure engineering. * Solid understanding of what Craftsmanship is (Clean Code, TDD, Refactoring techniques and collaborative working practices). |
| **Skills** | * Proficient with customising/developing and deploying Microsoft Dynamics CRM solutions. * Proficient with techniques for Continuous Integration & Deployment automation. * Can demonstrate proficiency in customising and creating CRM entities and forms. * Can customise CRM using JavaScript and HTML web resources. * Ability to define and lead the development of desired solutions, converting Business requirements into practical solutions * Excellent Communicator. |  |
| **Experience** | * Experience of Microsoft Dynamics CRM (CRM 2016 or Dynamics 365 desired). * Experience with Microsoft .NET 3.5+ development using C#.Net. * Experience of SOLID principles * Have worked in a complex integrated multi-platform environment. * Have significant experience working Agile and DevOps teams. * Experience of contributing to continuous improvement and eliminating waste. * Experience of dealing with the complexity of multiple concurrent deliveries. | * Exposure Dynamics CRM 2016 or 365 * Exposure using SharePoint Online as a document store. * SOAP Web Services. * Have used the following tools: Bitbucket, TeamCity and Octopus. * Have experience of using Selenium or other Automated testing tools |
| **Specific Role Accountabilities for People, Finance and Policy** (i.e. accountability for managing a team/ budgets etc) | * Develop and mentor junior members of the development team in best coding practices and development standards * Work across the ICT functional areas to ensure adherence to departmental standards with a focus on security * Accountable for maintaining development principles across the YHG technical stack * Production and revision of accurate detailed estimates |  |
| **Key Relationships (internal/external)** | * Head of Services – ICT * Technical Architects * Members of SLT * Product Owners * Heads of Service – Operations * Liaison with Business Analysts and/or internal / external customers to ensure that requirements are understood. |  |
| **Qualifications** |  |  |
| **Safeguarding of Children Young people and Vulnerable Adults**  Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.  As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty. | | |