Senior Software Engineer – Role Profile

SEO - Swansea

DVLA Digital and Technology

As a team we focus on user needs, whether that is a citizen, an organisation or an internal user. We are committed to providing the most efficient, effective and secure services to meet the needs of a diverse and ever growing digitally aware customer base. The agency has a unique advantage in our size, scale and reach - meaning the systems we use and are developing rival some of the biggest electronic services in the UK. Working in DVLA Digital and Technology is an opportunity to make a positive difference to the lives of every citizen in the UK.

We provide our people with the right environment to work in, with modern tools and the technology needed to do their jobs. We make a significant investment in training and development with a £1m technology training secured for 2019/20. We are also partnering with local education providers to create a Centre of Digital Excellence within DVLA. This will help us attract and develop talent across a range of roles and position DVLA as the leading organisation in the South Wales area for beginning or enhancing your career in digital and technology. If you would like to be part of a growing, passionate and talented team then we'd like to hear from you. The Software Engineering team will consist of a number of software engineers supporting the DVLA's applications both internal and public/customer facing.

If you share our vision of being the 'best in class' and you have the knowledge and enthusiasm to deliver in this exciting role, then we look forward to receiving your application.

Job purpose

The Senior Software Engineer is a role within one of the Software Engineering Applications Development & Support Teams, which undertakes the development and support of DVLA's applications both internal and public/customer facing. The role holder will work as part of a flexible software delivery team working in a variety of styles, including Agile Responsibilities.

1. **Software Development**

   o Leads on the technical implementation of applications and technical designs including producing cost and timescale estimates and identifying risks. On larger projects works within a technical framework of the project to meet customer requirements.
   o Software development using both recognised and/or specialist programming languages and technologies.
   o Technical planning within the team.

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- o Mentoring junior developers.
- o Unit Testing of developed applications.
- o Using automated test tools.
- o Working collaboratively supporting and learning from team members.
- o Conduct code reviews for quality assurance.

2. **Application Support**

- o System support (working day, weekends and on-call).
- o Input to Major Incident and Problem Management processes.
- o Data identification and provisioning.
- o Continuous Improvement and defect fixes.

3. **Support the creating of standardised documentation.**

Person specification

We expect you to demonstrate you are capable in the follow areas:

Essential Skills/ Criteria
- o Considerable experience in application development using recognised programming languages.
- o Experience in leading the design, development, testing, quality assurance of bespoke applications using recognised programming language.
- o Ability to demonstrate the competencies to rapidly acquire the skills in another development language.
- o Experience in mentoring Developers.
- o Experience in system support and continuous improvement.
- o Strong analytical skills.
- o Excellent written communication skills including reports and technical specifications.
- o Ability to communicate effectively to customers at all levels of the business.

Technical (SFIA Framework)
Full technical skills required for this role please refer to the SFIA framework attached to the advert for the following areas:

Programming/Software Development (PROG) - The design, creation, testing and documenting of new and amended software components from supplied specifications in accordance with agreed development and security standards and processes.
- o **Level 5**. Sets local or team-based standards for programming tools and techniques, including security guidelines, and the selection of appropriate development methods. Advises on application of standards and methods and ensures compliance. Takes technical responsibility for all stages and/or iterations in a software development project, providing method specific technical advice and guidance to project stakeholders.

Assigns work packages, monitors performance and manages change control dynamically, to optimise productivity. Provides advice, guidance and assistance to less experienced colleagues as required.

System Design (DESN) - The specification and design of information systems to meet defined business needs in any public or private context, including commercial, industrial, scientific, gaming and entertainment. The identification of concepts and their translation into implementable design. The design or selection of components. The retention of compatibility with enterprise and solution architectures, and the adherence to corporate standards within constraints of cost, security and sustainability.

- o **Level 4 -** Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance & security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs, and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.

Application Support (ASUP) - The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

- o **Level 5.** Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.

Technical Specialism (TECH) - The development and exploitation of expertise in any specific area of information or communications technology, technique, method, product or application area.

- o **Level 5.** Maintains an in-depth knowledge of specific specialisms, and provides expert advice regarding their application. Can supervise specialist consultancy. The specialism can be any aspect of information or communication technology, technique, method, product or application area.

Configuration Management (CFMG)

- o **Level 3.** Applies tools, techniques and processes to track, log and correct information related to CIs, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.

Testing (TEST) - The planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified (including security requirements) , and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested.

- o **Level 3.** Reviews requirements and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.

Behaviours (Success Profiles)

Changing & Improving – Encourage, recognise and share innovative ideas from a diverse range of colleagues and stakeholders. Give people space to take initiative and praise them for their creativity. Create an environment where people feel safe to challenge and know their voice will be heard. Make changes which add value and clearly articulate how changes will benefit the business. Understand and identify the role of technology in public service delivery and policy implementation. Consider the full impact of implementing changes on culture, structure, morale and the impacts on the diverse range of end users, including accessibility needs. Identify early signs that things are going wrong and respond promptly. Provide constructive challenge to senior management on change proposals.

Communicating and Influencing – Communicate with others in a clear, honest and enthusiastic way in order to build trust. Explain complex issues in a way that is easy to understand. Take into account people's individual needs. Deliver difficult messages with clarity and sensitivity, being persuasive when required. Consider the impact of the language used. Remain open-minded and impartial in discussions, whilst respecting the diverse interests and opinions of others. Introduce different methods for communication, including making the most of digital resources whilst getting value for money. Monitor the effectiveness of own and team communications and take action to improve where necessary.

Delivering at Pace - Show a positive approach to keeping the whole team's efforts focused on the top priorities. Promote a culture of following the appropriate procedures to ensure results are achieved on time whilst still enabling innovation. Ensure the most appropriate resources are available for colleagues to use to do their job effectively. Regularly monitor your own and team's work against milestones ensuring individual needs are considered when setting tasks. Act promptly to reassess workloads and priorities when there are conflicting demands to maintain performance. Allow individuals the space and authority to meet objectives, providing additional support where necessary, whilst keeping overall responsibility

Working Together - Encourage joined up team work within own team and across other groups. Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support. Invest time to develop a common focus and genuine positive team spirit where colleagues feel valued and respect one another. Put in place support

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for the wellbeing of individuals within the team, including consideration of your own needs. Make it clear to all team members that bullying, harassment and discrimination are unacceptable. Actively seek and consider input of people from diverse backgrounds and perspectives.

Making Effective Decisions - Understand own level of responsibility and empower others to make decisions where appropriate. Analyse and use a range of relevant, credible information from internal and external sources to support decisions. Invite challenge and where appropriate involve others in decision making. Display confidence when making difficult decisions, even if they prove to be unpopular. Consult with others to ensure the potential impacts on end users have been considered. Present strong recommendations in a timely manner outlining the consideration of other options, costs, benefits and risks.