

OUR REWARD PRACTICES/ JOB DESCRIPTION: Mid-level Web Developer

Date created:

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Generic role title:	Mid-level Web Developer
Job family:	Technical
Reference number:	CSF-068-19
Grade:	Grade 6
Salary Scale:	£28,331 - £32,817 <i>per annum</i>
Contract:	Fixed term for 12 months Full time
School/Department:	Departmental Web Solutions, Information Services
Location:	University of Kent, Canterbury campus
Line manager¹:	Web Consultancy and Solutions Manager or their nominee
Immediate line reports:	NA
Anticipated start date:	To be confirmed

Job purpose

The role of the mid-level web developer is to provide web services that promote and support the University's teaching, research, innovation, and engagement activities, to support 400+ web publishers who contribute to the University's web presence, and to assist in the mentoring of part-time designers and developers (students who fit their working hours around their studies and bring additional resource and talent into the team).

Consultancy and project management	Clients	Web services and systems
<ul style="list-style-type: none"> • Technical consultancy • Identify web requirements • Write up specifications documents with costs and deadlines 	<ul style="list-style-type: none"> • Schools, faculties, central units, and professional services departments at the University. 	<ul style="list-style-type: none"> • Development and maintenance of web systems, and specialist tools

¹ Line Manager may be subject to change and will be confirmed in the employment contract issued to the successful candidate.

<ul style="list-style-type: none"> Assist in the planning, development and rollout of web design, development, and support services Provide support and liaison during and after the project has ended as part of ongoing client account management. 	<ul style="list-style-type: none"> Researchers at the University, and collaborators at other HE and related institutions. Affiliated and external partners and institutions Information Services (IS) Enrolment Management Service (EMS) Corporate Communications (CC) 	<ul style="list-style-type: none"> Support learning, teaching, research, innovation, and engagement activities at the University Provide advice on web services, brand and best practise guidelines. Online, email and in-person support and training for 400+ web publishers.
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Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

1.	Assist in client consultations and provide specialist advice to aid the University in projecting a professional web presence to its external and internal audiences and fulfilling its business needs.	<i>Frequency</i>
		Daily
Example duties:		
1.1 Respond to queries requesting web services, make recommendations and provide advice on the web services and tools provided or recommended by IS.		
1.2 Provide expert knowledge and maintain a high level of expertise in the latest web technologies. You are also expected to specialise in at least one other area such as web content, quality assurance, information architecture, UX, accessibility, etc.		
1.3 Provide advice on general web best practices, University style and brand guidelines, and the need for web sites to be accessible and sustainable.		
1.4 Identify when expert advice is needed from other teams, based on the specialist needs of the client (i.e. software, data protection, copyright, security, compliance, research output, and legal and technical criteria when dealing with external companies).		
2.	Define client requirements and the specification of technical requirements to enable the delivery of web design and development services to the University.	<i>Frequency</i>
		Daily
Example duties:		
2.1 Liaise with the client to understand requirements and identify the most appropriate web service, custom development, or external system needed based on timelines, priority, cost, and benefits.		
2.2 Promote the University's branding, identity, design and style guidelines while balancing the needs of the client.		

2.3 Write formal agreements for standard services or custom work, technical specifications documents, and detailed projects plans with estimated costs and timelines to ensure projects are delivered against agreed deliverables.		
2.4 Assess the business case for the client and University, providing solutions and conducting feasibility studies where appropriate, benefits analysis, impact assessments, etc.		
3.	Provide web design and development services for schools, professional services departments, researchers, and external and affiliated institutions to support and promote the University's teaching, research, innovation and engagement activities.	<i>Frequency</i>
		Daily
Example duties:		
3.1 Build websites using the University's standard templates, or design and develop custom themes depending on the needs of the client; sometimes the work involves providing mock-ups, wireframes, web layouts, and prototypes.		
3.2 Source and edit images, setup site structure, edit content, and ensure the site meets quality assurance, SEO, UX and Accessibility, and brand and style guidelines.		
3.3 Assist in coordinating the work of part time designers and developers through formal work procedures and recording systems, mentoring tasks, and ensuring best practises are followed.		
3.4 Liaise with the client to maintain communication about the work including after delivery to address bugs or related issues.		
4.	Develop and maintain web systems, features and tools to support the University's teaching, research, innovation and engagement activities.	<i>Frequency</i>
		Daily
Example duties:		
4.1 Administer and ensure the ongoing maintenance of web services, systems, tools, and templates and ensure these provide appropriate functionality and performance that meet client requirements, and maintain good development environments/practices.		
4.2 Develop and maintain bespoke web services, themes and tools when needed following general web best practise, University brand and style guidelines, and accessibility guidelines.		
4.3 Understand how the systems can interact and integrate services with each other using APIs.		
5.	Develop, maintain and support specialist systems and tools to ensure that researchers have web based systems and services suitable for their research, innovation and engagement needs.	<i>Frequency</i>
		Daily
Example duties:		

5.1 Develop and maintain research and specialised sub-brands or themes, working with relevant groups (Research Services, Kent Brand Steering, Brand Implementation, CC, EMS, and Print and Design Centre).		
5.2 Develop and maintain specialised systems, services, or tools needed for collaborative research projects or affiliated institutions.		
5.3 Actively monitor technological developments and trends to ensure they are appropriately reflected in web development planning, and assist in the adoption of new technologies and standards, based on trends in web development.		
6.	Provide web support to web developers and publishers at the University and its affiliated and external partners, to enable researchers, schools and departments to fulfil their business needs.	<i>Frequency</i>
		Daily
<i>Example duties:</i>		
6.1 Provide effective and timely responses for core, bespoke, and charged services, via phone, email and the ticketing system.		
6.2 Work closely with other teams and sections within IS to resolve queries.		
6.3 Maintain and contribute to technical and user documentation for clients.		
6.4 Provide 1:1 training, group training sessions, and contribute to the web workshops programme and deliver presentations.		
7.	Contribute to the overall development and maintenance of University web based systems and services to ensure we are meeting the business needs of the University while maintaining a professional web presence.	<i>Frequency</i>
		Monthly
<i>Example duties:</i>		
7.1 Ensure that University and departmental web requirements are taken into account in the development of IS infrastructure, systems, and services.		
7.2 Contribute to the development of web services, templates, tools, and modules for core web publishing systems and related central web systems.		
7.3 Contribute to IS project teams as appropriate, participate in the formal project management process, take responsibility for projects as agreed, and ensure other teams are aware of projects that may involve potential demands on them.		
7.4 Assist in maintaining web related documentation, such as branding, style and site structure guidelines in conjunction with IS and other University departments.		
		<i>Frequency</i>

8.	Assist in supporting the work of the team to enable the delivery of cost effective and high quality web services to the University in response to client requirements and technological changes.	Weekly
Example duties:		
8.1 Maintain and improve internal tools and ensure technical developments are conducted in a professional development environment with versioning, well planned roll-outs, rigorous coding and function/load/security testing practises and code review.		
8.2 Maintain internal documentation and technical guides, best practices, procedures and policies, and update time and project records.		
8.3 Assist in monitoring schedules and costs for assigned web projects including externally funded projects (such as research projects).		
8.4 Assist in staff recruitment, and in providing training and induction for new staff, coordinating the work of part-time designers and developers and providing mentoring, and general administrative duties.		

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

- Internal:**
- EMS, Design and Print Centre and CC – web brand and standards;
 - Research staff – web services; client liaison
 - University schools and departments – web services, client liaison;
 - IS – liaison and collaboration in the delivery of projects and web services.

- External:**
- Universities and organisations – events, training, collaboration, sharing best practice;
 - National groups/bodies– regarding web technology, standards and practices;
 - Partner institutions such as DHL and MSP – collaborating on projects and providing services;
 - External vendors – technical specifications, product testing and quality assessment.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
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Educated to degree level in IT related degree, or equivalent relevant experience	✓		A
ITIL and/or Project Management qualifications		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Professional experience working in a web development role, developing and maintaining large web sites and web applications	✓		A, I
Experience of working in a team and/or supervising technical and/or non-technical staff	✓		A, I
Experience of providing commercial or charged services		✓	A, I
Experience of providing design solutions within a corporate brand	✓		A, I
Good broad knowledge of writing for the web, content rich media, copy editing and quality assurance	✓		A, I
Good working knowledge of open source software (such as WordPress, Laravel, etc.)	✓		A, I
Experience of using web and image editing tools (Photoshop, InDesign, Illustrator, Dreamweaver, Sublime Text, CMS, etc.)	✓		A, I
Good working knowledge of HTML, CSS, PHP, MySQL or similar, JavaScript, etc.	✓		A, I
Good experience of mobile friendly design	✓		A, I
Good knowledge of development practises and coding standards including use of repositories such as Git	✓		A, I
Good working knowledge of modern JavaScript libraries such as React, Vue, or Angular.		✓	A, I
Good working knowledge of open source MVC frameworks		✓	A, I
Good working knowledge of Unix, Linux, and/or Windows servers and Apache or Nginx.		✓	A, I
Good knowledge of REST APIs in JSON, XML, etc.		✓	
Good working knowledge of web design, information architecture, web development practises and technologies	✓		A, I
Excellent understanding of web accessibility/usability	✓		
General understanding of data protection and security	✓		A, I
Positive approach to user experience and understanding of related design principles		✓	
General understanding of pros and cons of third party solutions		✓	A, I
Good interpersonal skills, and the ability to communicate with staff at all levels	✓		A, I
Excellent written and verbal communication skills, effective presentation skills, and the ability to produce clear and concise written material including technical documentation	✓		A, I
Excellent IT skills, in particular spreadsheet, word-processing, e-mail, and data analysis	✓		A, I
Ability to write clear and concise user and/or technical documentation	✓		A, I

Good analytical skills, and able to solve problems	✓		A, I
Ability to gather requirements and translate them into documentation with time estimates and set deadlines	✓		A, I

Additional attributes	Essential	Desirable	Assessed via*
High levels of initiative and flexibility, and proactive in solving problems within an IT environment	✓		A, I
Clear organisational ability, attention to detail, and able to deliver. A good finisher.	✓		A, I
Commitment to continuing professional development, and willingness to use new technology	✓		A, I
Enthusiastic and self-motivated with a positive attitude to work	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview