

# IT Senior Officer - UX Designer

**To be read in conjunction with IT Senior Officer Job Profile which provides the full range of IT Senior Officer responsibilities across the IT function.**

## Job purpose

This is a key role within the IT Service providing mobile responsive, customer focused, online digital services.

The Applications and Digital Team provides technical expertise in enterprise, line of business, web and digital by default applications.

The council is committed to delivering class leading internet services, designed around the people that use them, in ways that meet the needs and expectations of the internet age.

You will work as part of the Applications and Digital Team helping us to deliver efficient, reliable digital online services and to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing businesses, high prosperity and low inequality where people enjoy better health throughout their lives.

## Key areas of responsibility

- Designing and building digital services/solutions that work across multiple channels, devices, browsers, and platforms, taking responsibility for the quality of code you produce.
- Building accessible web interfaces, using industry standard responsive frameworks
- Contributing to the delivery of style guides, site components and tools that enable consistent application of good practice layout, design, and corporate branding.
- Advising on the technical feasibility of designs.
- Continually improving the service with new tools and techniques.
- Solving technical problems.
- Know how to design accessible, secure, responsive user interfaces.
- Co-ordinating and monitoring the requirements of 3<sup>rd</sup> party suppliers.
- Providing excellent customer service and advice on behalf of the service and delivering constructive feedback to resolve service issues.
- Developing successful working relationships with partners, elected members and other stakeholders to support partnership working.
- Ensuring the security and confidentiality of data and that the Council's IT assets are protected.
- Dealing effectively and confidently with competing priorities in a fast paced and demanding environment.
- Delivering a high-quality service to meet the Council's priorities and agreed outcomes.

## As a UX designer, you will

- Design and build digital services to serve a variety of citizen and government needs, taking responsibility for the quality of the code produced.
- Implement toolkits and APIs for purposes such as integration, performance optimisation, security, and scalability.
- Create and iterate prototypes to test and communicate ideas.
- Work with user researchers and front-end developers to turn concepts into user-centred services.
- Share knowledge of tools and techniques with your wider team, both developers and non-developers.
- Act as a digital ambassador, identifying good practices to adopt and sharing experiences.
- Participate in our in-house (2nd/3rd line) support in your field.

## Employee Specification

| Knowledge, qualifications, skills, and experience   | Shortlisting criteria |
|---|-----------------------|
| Experience in front-end development with detailed knowledge of HTML and CSS and Frameworks as well as being comfortable with JavaScript | Essential             |
| Experience of standards and best practice in relation to building accessible web services/solutions                                     | Essential             |
| Understanding of software design principles   | Essential             |
| Ability to quickly research and learn new design tools and techniques   | Essential             |
| A systematic approach to solving problems   | Essential             |
| Understanding of agile environments   | Desirable             |
| Clear understanding of web and information security   | Desirable             |
| Experience of using technologies for prototyping, designing, and building web services/solutions  | Essential             |
| Experience working in an IT environment in a medium to large complex environment and a breadth of specialist knowledge.                 | Desirable             |
| An ability to work flexibly to meet the needs of the service.   | Essential             |
| Competent in the SFIA Skill and knowledge areas listed below  | Essential             |
| Experience in front-end development with detailed knowledge of HTML and CSS and Frameworks as well as being comfortable with JavaScript | Essential             |
| Experience of standards and best practice in relation to building accessible web services/solutions                                     | Essential             |
| Understanding of software design principles   | Essential             |
| Ability to quickly research and learn new design tools and techniques   | Essential             |

## Knowledge - Information Technology Professional Skills

Refer to latest Skills Framework for the Information Age (SFIA) <https://sfia-online.org/en/sfia-7>

| SFIA Skill and knowledge areas - Sub-Category | Skills                         | Grade 9 | Grade 10 | Grade 11 |
|---|--------------------------------|---------|----------|----------|
| User experience (UNAN)                        | User experience analysis       | 4       | 4        | 5        |
| User experience (HCEV)                        | User experience design         | 5       | 5        | 5        |
| User experience (USEV)                        | User experience evaluation     | 3       | 4        | 4        |
| Systems Development (INCA)                    | Information content authoring  | 3       | 4        | 4        |
| Systems Development (SWDN)                    | Software Design                | 3       | 3        | 4        |
| Advice and guidance (CNSL)                    | Consultancy                    | 5       | 5        | 5        |
| Advice and guidance (TECH)                    | Specialist advice              | 4       | 4        | 5        |
| Technical strategy and planning (EMRG)        | Emerging technology monitoring | 5       | 5        | 5        |
| Busines change implementation (PRMG)          | Project management             | 4       | 5        | 5        |
| Service operation (ASUP)                      | Application support            | 4       | 5        | 5        |

## For Office Use Only:

|              |            |                    |               |
|--------------|------------|--------------------|---------------|
| Job Category | IT Service | Grading ID         | 61190         |
| Job ID       | 80101073   | Last Updated       | November 2020 |
| Job Focus    | No         | Career Progression | Yes           |

## Contractual Variants

|               |    |                        |    |
|---------------|----|------------------------|----|
| DBS Category  | NA | DBS Type               | NA |
| Health Check  | No | Politically Restricted | No |
| 24/7 working  | No | Public Holidays        | No |
| Night Working | No | Alternating Pattern    | No |
| Standby       | No | Other                  | No |
| Checked by HR | ML |                        |    |