Tewkesbury Borough Council

# JOB DESCRIPTION

| JOB DETAILS | |
|---|---|
| **Post title:** | Career Grade Digital Developer |
| **Post grade:** | Grade E to Grade F |
| **Directorate:** | Transformation |
| **Section:** | Digital Services |
| **Reporting to:** | Senior Digital Developer |
| **Line manager:** | Yes |
| **Date updated:** | November 2026 |

## MAIN PURPOSE OF JOB

The Career Grade Digital Developer plays a key role in supporting and delivering the council's digital transformation agenda through the development, maintenance and continuous improvement of customer-focused digital services and business systems.
Working as part of the Digital Services team, the postholder will develop accessible, secure and efficient digital solutions for both internal and external users. They will work collaboratively with project managers, business analysts, service areas and technical colleagues to redesign processes, improve customer experience and enable service transformation through technology.
At Grade E, the postholder will develop technical capability while supporting delivery, testing, maintenance and enhancement of digital services under guidance.
At Grade F, the postholder will independently design, build and support complex digital solutions, integrations and automations, applying agile principles and industry best practice to deliver measurable service improvements.
The postholder will champion innovation, continuous improvement and user-centred design while ensuring compliance with corporate governance, security and data protection requirements.

## SPECIFIC DUTIES

**Grade E – Development Level**
The postholder will:

- Support the development, maintenance and enhancement of digital services and online platforms.
- Assist with the delivery of digital projects and implementation of new online services.
- Support testing activities, including system testing, user acceptance testing and bug resolution.
- Assist in developing integrations between systems.
- Document solutions, technical processes and code using agreed standards.
- Support website and intranet improvements where required.
- Work alongside Business Analysts and service teams to understand requirements and translate logical designs into digital solutions.
- Maintain awareness of emerging technologies and share learning with colleagues.
- Assist in fixing faults and maintaining platform performance.
- Support the use of version control and change management processes.

- Contribute positively to agile delivery activities and team collaboration

**Grade F – Practitioner Level**
In addition to all Grade E responsibilities, the postholder will:

- Independently design, develop and maintain complex digital services and applications.
- Develop services using the council's digital platforms and associated technologies.
- Build and maintain integrations between business systems, databases and third-party services.
- Participate in technical design, architecture discussions and service transformation projects.
- Provide technical advice and recommendations to service areas and project teams.
- Develop and maintain APIs, automation solutions and data-driven applications.
- Support telephony and workflow development where required.
- Ensure solutions are secure, documented, maintainable and compliant with corporate standards.
- Promote agile delivery principles and user-centred design approaches.
- Research, prototype and evaluate emerging technologies, including AI-enabled solutions.
- Act as a subject matter expert for assigned systems and services.
- Support continuous service improvement, innovation and digital transformation initiatives across the council

**PROGRESSION CRITERIA (GRADE E TO GRADE F)**
Progression from Grade E to Grade F will normally requires demonstration of:
**Technical Competence**

- Ability to independently deliver digital solutions from requirements through to implementation.
- Proven capability in developing and maintaining integrations and complex workflows.
- Demonstrated experience developing applications using agreed council technologies and platforms.
- Good understanding of web technologies, APIs, databases and software development principles.

**Professional Practice**

- Consistent application of testing, documentation and version control standards.
- Understanding and application of Agile delivery methodologies.
- Ability to manage workloads and projects with limited supervision.

**Service and Customer Focus**

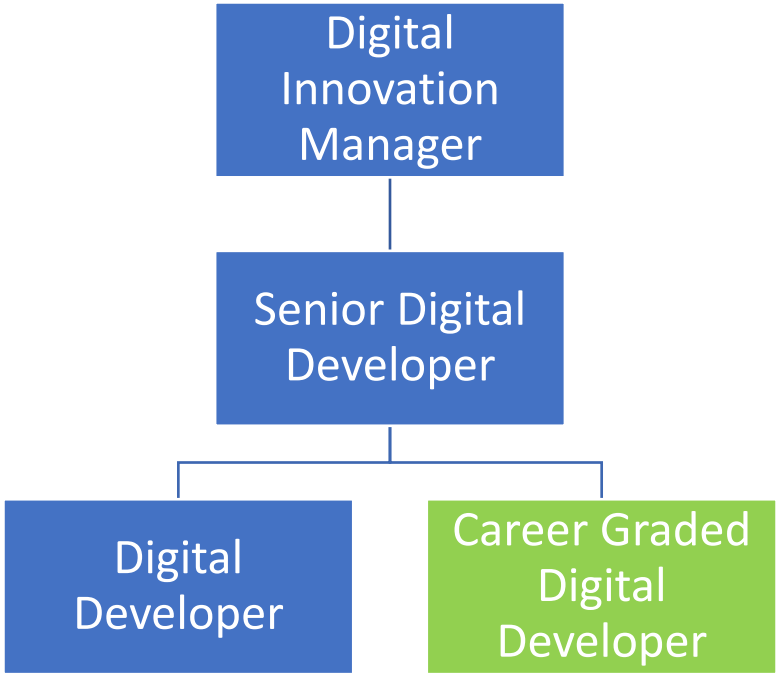
- Ability to engage confidently with stakeholders to understand business requirements.
- Evidence of delivering improvements that enhance customer or staff experience.
- Ability to challenge requirements constructively and identify appropriate solutions.

**Behaviour and Influence**

- Positive contribution to team development and knowledge sharing.
- Demonstration of initiative, innovation and continuous improvement.

Ability to advise colleagues and influence decisions through technical expertise

## ORGANISATIONAL CHART




## KEY WORKING RELATIONSHIPS

The postholder reports to the Senior Digital Developer and will be working closely with the programme management team, business analyst and web developer.

## RESOURCES

The postholder will manage and process confidential and sensitive information. Responsibilities include developing, managing, debugging, and ensuring smooth operation of council systems (custom software or low code platform). They will have access to large amounts of personal and sensitive data, both internal and external, and ensure system design, security, and maintenance meet GDPR and cyber security standards. The role also involves delivering cyber security to protect council data and systems, with privileged network access for timely maintenance and bug fixing

## PHYSICAL DEMANDS

The postholder will spend most of their time sat in a constrained position working at a desk. They will be expected to type on a keyboard at pace with high accuracy and precision. The role is of a highly analytical nature and so the postholder may spend long, uninterrupted periods of time sat at their desks to resolve a bug or wider outage.

## MENTAL DEMANDS

The role requires significant mental effort and sensory attention, involving a variety of activities and substantial work-related pressure due to critical deadlines and conflicting demands. The postholder will be expected to support team members on key projects while managing interruptions and maintaining a high level of focus. Whilst infrequent, the postholder may come into contact with distressing information submitted by the general public.

High levels of work-related pressure are inherent in managing complex projects and balancing competing priorities.

## WORKING ENVIRONMENT

The role requires significant mental effort and sensory attention, involving a variety of activities and substantial work-related pressure due to critical deadlines and conflicting demands. The postholder will be expected to support team members on key projects while managing interruptions and maintaining a high level of focus. Whilst infrequent, the postholder may come into contact with distressing information submitted by the general public. High levels of work-related pressure are inherent in managing complex projects and balancing competing priorities with delivering quality digital services. The postholder needs to concentrate for extended periods to analyse data or write complex code, all while handling daily enquiries within a busy office environment. Meeting tight deadlines and communicating outcomes to stakeholders transparently is essential.

## ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

## HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

Tewkesbury Borough Council

Essential Grade F, Desirable Grade E

| PERSON SPECIFICATION | | | |
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| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Level 3 qualification e.g. A level, or BTEC award or certificate or diploma in a relevant field | ☒ | ☐ | Application form |
| Agile project management (foundation)<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form |
| Agile project management (Practitioner) | ☐ | ☒ | Application form |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Experience in a development role, developing complex digital solutions<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form |
| Experience in writing technical documentation and 'how-to' guides<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form |
| Proven experience creating complex applications within the Liberty Create low-code platform<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Proven experience in developing with Vue.js<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Experience working with geospatial data (GeoJson and Shapefiles) | ☐ | ☒ | Application form & interview |
| Experience in developing using HTML5 (accessible and device responsive) and JavaScript<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Experience in developing with GoLang and Python | ☐ | ☒ | Application form & interview |
| Experience using Cloud service providers like Amazon | ☐ | ☒ | Application form & interview |

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| Web Services or Azure to deploy digital services | | | |
| Proven experience in query SQL databases (Oracle, MSSQL, MySQL)<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Experience in working with and developing RESTful web APIs<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Experience in writing responsive CSS and SCSS<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| Experience in using Git for code revisioning and version control | ☐ | ☒ | Application form & interview |
| Understanding of Agile project management methodologies and working practices | ☒ | ☐ | Application form & interview |
| Experience operating within a customer-focused environment, implementing systems to enhance customer access, and experience | ☒ | ☒ | Application form & interview |
| Experience in researching, prototyping, launching, and scaling products and platforms from inception to production | ☐ | ☒ | Application form & interview |
| Experience working with cross-government platforms like GOV.UK Pay and Notify<br>**Essential Grade F**<br>**Desirable Grade E** | ☒ | ☒ | Application form & interview |
| **SKILLS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Ability to test software in modern ways, including automated testing | ☐ | ☒ | Application form & interview |
| Demonstrated skill in prioritising user needs and delivering solutions in the most efficient and effective manner | ☐ | ☒ | Application form & interview |
| Skill in fostering a positive working environment and empowering and motivating staff to achieve excellent outcomes | ☒ | ☐ | Application form & interview |
| Strong analytical and problem-solving skills | ☒ | ☐ | Application form & interview |

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| Ability to communicate across all audiences | ☒ | ☐ | Application form & interview |
| Ability to prioritize tasks and meet deadlines effectively | ☒ | ☐ | Application form & interview |
| Strong attention to detail | ☒ | ☐ | Application form & interview |
| Ability to collaborate effectively across disciplines and functions | ☒ | ☐ | Application form & interview |
| **BEHAVIOURS / ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Demonstrates a strong commitment to understanding and meeting customer needs. | ☒ | ☐ | Application form & interview |
| Embraces change and is dedicated to ongoing improvement in processes and practices. | ☒ | ☐ | Application form & interview |
| Maintains a calm and helpful attitude, and works cooperatively with others. | ☒ | ☐ | Application form & interview |
| Demonstrates self-motivation and the ability to take independent action when necessary. | ☒ | ☐ | Application form & interview |
| Demonstrates a systematic and organized approach to tasks and responsibilities. | ☒ | ☐ | Application form & interview |
| Demonstrates the necessary resilience to overcome obstacles and resistance | ☒ | ☐ | Application form & interview |
| Demonstrates the ability to work effectively within a team as well as independently | ☒ | ☐ | Application form & interview |