Job Title	Senior Developer
Band	5
Group	Finance and Instructure Services
Responsible to	Head of IT and Digital Services
Responsible for	Junior Developer

Organisational context

QAA is the UK's independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher education.

QAA has changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. In 2018, the Secretary of State designated QAA as the body responsible for assessing quality and standards in England, and we work closely with the devolved administrations in Scotland, Wales and Northern Ireland. We launched a new membership offer to institutions in August 2019. The Senior Developer role within QAA's Finance and Infrastructure Services team is critical to delivery of the Agency's vision and refreshed membership offer.

Role summary

Manage the continuous improvement, development, maintenance and administration of QAA's business information systems and the cloud environment in which they are based. . Responsible for developing applications around the core concepts of business process management, collaboration, enterprise content management and business intelligence, and providing strategic insight to ensure development of high quality and innovative software solutions.

Main duties and responsibilities

- Responsible for the design, development and maintenance of QAA's core IT business systems and cloud application servers using advanced .Net and C# software development skills, and working closely with the Head of IT, Project Manager and Business Analyst.

- Design, develop and maintain key applications including in house Management Information System and Salesforce.

- Work alongside all business areas to develop and maintain an understanding of the current and future work of QAA and to ensure effective delivery of IT solutions and support.

- Evaluate, recommend and introduce new technologies to support QAA business requirements including, as appropriate, the design, development, testing and implementation of third-party tools intended to work with QAA's business information systems.

- Act as a technical expert for business systems development. Analyse user requirements, develop technical solutions and deliver change to QAA's existing systems.

- Manage the overall development environment. Responsible for all code being maintained, to ensure all QAA systems can be re-built from first principles.

- Create software design and software development lifecycle documentation and work in a team coding environment to remove single points of failure and maximise knowledge share amongst other members of the IT team.

- Participate in relevant testing processes including unit, system and user acceptance testing.

- Working with the IT team to oversee and coordinate the day-to-day operations and maintenance of QAA's business systems and provide quick responses and fast resolutions to production problems.

- Lead on system integrations with other QAA core information systems.

- Play an active role in any QAA disaster recovery scenarios alongside the Head of IT.

- Manage, coach and mentor the Junior Developer to encourage high levels of effectiveness and productivity.

- Standard SharePoint administration tasks to provide back up support to the IT team.

- Proactively look for improvements to development processes or tools where applicable.

Key contacts

- Colleagues across the organisation
- Finance and Resources team members
- Relevant external organisation and outsourced 3rd party organisations.

Person Specification

Attributes	Criteria	* How measured
Experience	**Essential** • Experience of the software development life cycle. • Good experience of developing technical requirements to respond to business needs and business-wide solutions. • Background in operational management of core information systems, and transition planning between project testing, releases and day-to-day management environments. • Experience of working within a project environment. • Experience in Salesforce development. • Excellent C# and .Net development experience. • Experience of development in Azure / Azure Hosted VMs. • Experience in Agile/SCRUM. **Desirable** • Experience in working with SharePoint, SQL Server, VB.Net, HTML 5, Jquery and TFS/DevOps or GiT Hub. • Experience of the development and maintenance of websites in a work environment.	A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I
Qualifications and training	**Essential** • Degree in relevant subject or equivalent relevant experience. **Desirable** • MS certificated training in .Net (Visual Studio). • Certificate in IT Service Management.	A A
Knowledge, skills and abilities	• Skilled in Entity Framework, .Net 4.5. • Ability to prioritise work to maintain operational quality and manage new developments. • Good communications skills, including the ability to enthuse and influence senior managers, technical writing skills and strong presentation skills. • Ability to work collaboratively with colleagues with less technical knowledge, skills and experience, enabling positive collaboration across the Agency. • Strong analytical skills, detail orientated, with the ability to multitask. • Ability to manage and develop others, leading by example in the coaching and mentoring of others within the team. • Evidence of sustained continued professional development and a willingness to keep abreast of emergent technologies. • Sensitivity and understanding of working in a customer and service-focused environment. • Ability to performance manage effectively to ensure accountability and responsibility.	A, I I I I A, I A, I A, I A, I A, I I

	• Ability to manage own work in a structured and methodical way. • Ability to proactively manage teamwork, outputs and accountability through structured performance management.	A, I
Behaviours	• A willingness to work flexibly with a flexible, 'can-do approach'. • Show initiative where necessary to meet the needs of QAA. • Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence. • Ensure the image of QAA is represented in a positive, helpful and professional manner. • Highly motivated and able to work under pressure. • Confident and self-motivated. • Critical reflection and continuous improvement. • Ability to demonstrate, understanding and apply our workplace values.	
Location	• Flexible with travel to our Gloucester office. Potentially some national travel.	

*A: Application; I: Interview; E: Exercise   **Date: July 2022**