Role Description
Principal Developer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Customer Delivery & Transformation/ RevenueNSW/ Revenue Digital
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	261311
PCAT Code	1339192
Date of Approval	August 2019

Primary purpose of the role

Guides, leads and plans with a team of developers the creation and changes to large or complex applications that facilitate the achievement of business outcomes. They provide expert advice and coaching across technical areas, or deep specialised knowledge in a particular area.

Key accountabilities

- Develop and Manage Development Practice applying best practice methodologies and industry recongised standards, processes and systems, including co-ordination of input from developers across squads to ensure they are clear about the ways of working in a Digital Agile environment.
- Develop and implement specifications, systems design, effective solutions and tools, exploring different approaches to solving problems, to enable effective delivery and enhanced ways of working
- Drive the analysis, identification, prioritisation and implementation of improvements and efficiencies to maximise value from services, including the potential for automation of processes, determining costs and benefits of new approaches, managing change and assisting implementation where needed
- Plan and allocate resources across squads, including build and integration activities to create operational services and support effective delivery.
- Utilise technical expertise in the user story capture phase and translate user stories to design approaches that ensure the solution is sustainable and consideration is given to user needs and associated interfaces with other systems, so it is fit for purpose and fit for use in accordance with agreed outcomes
- Develop, implement and refine procedures for estimates, then assume technical responsibility for all stages of the software development process to ensure compliance with security and application development standards, communication with team and achievement of documented requirements
- Monitor and report on 3rd level support of developed applications to reduce the impact of application defects, rework and related incidents; complying with incident and problem management processes
- Analyse and respond to customer feedback and insights and contribute to ongoing improvements to products and service delivery

Key challenges

- Developing resource plans that balance competing demands to ensure application development objectives are achieved
- Supporting team members to communicate with and resolve issues across other teams to ensure effective service delivery and the removal of any roadblocks in a dynamic and complex working environment of competing priorities and short time frames
- Prioritising tasks and requests for information, in a high volume working environment with competing priorities, to ensure timeframes are met

Key relationships

Who	Why
Internal	
Manager/ Product Owner/ Scrum Master	• Escalate issues, keep informed, advise and receive instructions • Provide recommendations and inform through reporting any sensitive and emerging issues • Participate in meetings and discussions to share information and provide input and feedback
Work team	• Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	• Provide a client-focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Resolve and provide solutions to issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Principal Product Owner

Direct reports

This role has up to 10 direct reports

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Advanced
	Technology	**Adept**
	Procurement and Contract Management	Adept
	Project Management	Adept
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
	Development and Implementation, Systems Development, Programming/software development	**Level 4, PROG**
SFIA	**Development and Implementation, Installation and integration, Systems integration and build**	**Level 5, SINT**
	Delivery and operations, Service operation, Application support	**Level 4, ASUP**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-category	**Level and Code**	**Level Descriptions**
Development and Implementation Systems Development	Level 4 - PROG	**PROGRAMMING/SOFTWARE DEVELOPMENT** Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Applies agreed standards and tools, to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work.
Development and Implementation Installation and integration	Level 5 - SINT	**SYSTEMS INTEGRATION AND BUILD** Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation and continuous integration) to create a robust integration framework. Leads integration work in line with the agreed system and service design. Monitors and reports on the results of each integration and build. Designs and builds integration components and interfaces. Contributes to the overall design of the service and the definition of criteria for product and component selection. Contributes to development of systems integration policies, standards and tools.
Delivery and operations Service operation	Level 4 - ASUP	**APPLICATION SUPPORT -** Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.