

Role Description

Senior Developer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	261312
PCAT Code	1226492
Date of Approval	February 2020

Primary purpose of the role

Lead and guide developers and contribute to the creation of large or complex applications that facilitate the achievement of business outcomes.

Key accountabilities

- Prepare and review code to enable application development
- Contribute to the Development Practice by applying best practice methodologies and industry recognised 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
- Advise on the right way to apply standards and methods, ensuring compliance with security and application development standards, assuming technical responsibility for all the stages and iterations of a software development project
- Provide technical advice to stakeholders and set the team-based standards for programming tools and techniques, planning and allocating resources across the squads to support effective delivery
- Select appropriate design standards, methods and tools and ensures they are applied effectively, including the systems designs of others to ensure selection of appropriate technology, efficient use of resources and integration of multiple systems and technology
- Utilise technical expertise in the user story capture phase to ensure the solution is sustainable and consideration is given to associated interfaces with other systems, so it is fit for purpose documented, stored and maintained for all to access and fit for use in accordance with agreed outcomes
- Ensure development practice is documented, stored and maintained for all to access to enable effective delivery and enhanced ways of working.
- Provide on-going 3rd level support of developed applications to reduce the impact of application defects, rework and related incidents; complying with incident and problem management processes

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

Key relationships

Who	Why
Internal	
Manager/ Product Owner/ Scrum Master	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Participate in meetings and discussions to share information and provide input and feedback
Work team	<ul style="list-style-type: none"> • 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
Customers/Stakeholders	<ul style="list-style-type: none"> • 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 or Business Unit Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Nil

Capabilities for the role

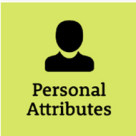
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs 	Adept

	sector and organisational objectives	<ul style="list-style-type: none"> • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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 in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

Occupation specific capability set

	Development and Implementation, Systems Development, Programming/software development The planning, designing, creation, amending,	<ul style="list-style-type: none"> • 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) 	Level 4, PROG
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<p>verification, testing and documentation of new and amended software components in order to deliver agreed value to stakeholders. The identification, creation and application of agreed software development and security standards and processes. Adopting and adapting software development lifecycle models based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches</p>	<p>approaches or adaptive (iterative/ agile) approaches.</p> <ul style="list-style-type: none"> • Applies agreed standards and tools, to achieve well-engineered outcomes. • Participates in reviews of own work and leads reviews of colleagues' work 	
<p>Development and Implementation, Installation and integration, Systems integration and build</p> <p>The planning, implementation and control of activities to integrate/build components, subsystems and interfaces to create operational systems, products or services for delivery to customers, or for internal or interim purposes such as testing. The development of organisational capabilities for systems integration and build including automation and continuous integration</p>	<ul style="list-style-type: none"> • 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. 	Level 5, SINT
<p>Delivery and operations, Service operation, Application support</p> <p>The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by</p>	<ul style="list-style-type: none"> • Identifies and resolves issues with applications, following agreed procedures. • Uses application management software and tools to collect agreed performance statistics. • Carries out agreed applications maintenance tasks 	Level 3, ASUP

providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support


Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Adept