

Job Description: Senior Solution Developer – Ymlaen Programme Student
Records Management Project

Faculty/Department:	ISS
Job Title:	Senior Solution Developer – Ymlaen Programme Student Records Management Project
Department/Subject:	Digital Solutions
Salary:	Grade 08 £38,205 - £44,263 per annum together with USS pension benefits
Hours of work:	35 hours per week.
Contract:	This is a temporary position until 31 October 2025.
Location:	Singleton campus, Swansea

Introduction	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
Background information	<p>As a senior member of a technical team, you will be responsible for ensuring the development and delivery of digital solutions across a range of technologies and platforms. You will be required to act as a coach and mentor to team members and colleagues. Working with your team lead you will assist with co-ordinating resources and skills within your team and collaborating with other teams to ensure adequate resources for delivery.</p> <p>You will have a key role in backlog management and ensuring the team works following Agile working practices.</p> <p>You will continually evaluate your own impact to improve as a professional and drive sustainable performance.</p> <p>You will work closely with your team lead, and as necessary business partners, project managers and other key stakeholders to capture, understand and prioritise requirements and ensure solutions deliver value. You will also need to balance demand between business as usual change, project change and pipeline demand.</p>
Main Purpose of Post	<p>As a Senior Solution Developer, you will be responsible for developing and managing digital solutions. You will be customer focused, working with stakeholders to develop solutions that support University activities and processes. You will be expected to provide technical guidance and leadership to colleagues and deputise for the team leader as required.</p> <p>In this role you will:</p> <ol style="list-style-type: none"> 1. Use your knowledge and expertise to provide leadership and support to develop colleagues and improve service delivery. 2. Design, develop and support cloud hosted and on-premise solutions. 3. Apply best practice standards to ensure quality, security and performance of solutions. 4. Design and configure software functionality, collaborating with internal teams, stakeholders, external parties and customers as appropriate. 5. Ensure solutions and changes are well designed, tested and released in accordance with testing and release management processes.

	<ol style="list-style-type: none"> 6. Ensure solutions are delivered by adhering to the quality assurance processes such as test management, change management, release management and support. Actively engage in the continuous improvement of the quality assurance processes. 7. Lead on the identification and rectification of technical issues. 8. Ensure configuration changes are well documented and fully understood. 9. Enable consistent and smooth running of technical systems and services. 10. Ensure agile processes and principles are followed within the team. 11. Address service calls as a third level provider, or in case of a major incident, work collaboratively as a team to resolve issues. 12. Ensure problem resolutions contribute to incident systems knowledge base. 13. Provide support, instruction and documentation on new solutions developed. 14. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required.
<p>General Duties</p>	<ul style="list-style-type: none"> • To fully engage with the University’s Performance Enabling and Welsh language policies. • To promote equality and diversity in working practices and to maintain positive working relationships. • To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. • Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. • To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers

- Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

Qualifications:

- Degree or equivalent experience in a relevant discipline.

Experience, Knowledge and Skills:

- Experience of developing solutions on time and to the required standard
- Experience of acting as a leader or mentor
- Experience of providing leadership within an agile team environment
- Assisting with setting development practices and techniques
- Analytical thinking with a track record of solving technical problems
- Working with stakeholders to understand requirements and deliver technical solutions.
- Experience in managing projects, leading reviews and an ability to highlight improvement opportunities and making changes where necessary
- Ability to communicate with a wide range of customers using appropriate language
- Ability to support delivery of continuous improvement

Desirable Criteria:

- Experience of working with Azure DevOps or similar
- An understanding of versioning and source control
- Ability to communicate in Welsh
- ITIL v3 or v4 Foundation
- Evidence of continual professional development and deployment of relevant professional skills
- Experience of working within an agile environment

Welsh Language:

Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)

e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).

Additional Information

Informal Enquiries

If you have any questions about this role, please email Kath Holmes- k.m.holmes@swansea.ac.uk

