



JOB DESCRIPTION FORM

THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

Job title:	Senior Software Engineer (C# .NET)
Department:	Digital Delivery, Products & Platforms
Reports to:	Principal Engineer
Key relationships:	Software Engineering team Product Management & Design team Core Systems Support team Other entities in RCN Group (RCNi, RCN Foundation, RCN Law) Third-party suppliers
Hours:	35 hours per week (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)
Grade:	F
Location:	RCN Cardiff Gate with hybrid working

JOB PURPOSE:

The Software Engineer is responsible for the effective selection, implementation, development and support of business-critical organisation-wide IT systems. A key role in the Development team, the Software Engineer has responsibility for the full end-to-end implementation and integration of critical business software solutions whether internally developed or externally sourced.

The Software Engineer is also responsible for the development, integration and technical maintenance of the RCN's websites and Intranet. The post holder will play a role in the development of RCN sites into tools to promote the values of nursing, educate and inform members and aid member recruitment to the RCN.

KEY RESPONSIBILITIES:

1. Development responsibilities

- Full lifecycle application and website development.
- Ascertaining business requirements and turning these into workable solutions.
- Designing, coding, testing and debugging of critical business and web applications in various programming languages.
- The development and evolution of the RCN's website in line with organisational strategy.
- Integration of systems to streamline business processes.
- Research, identify and evaluate new technologies for implementation.
- Maintenance and support of business critical database systems.
- Create, review and maintain technical documentation using defined templates.

2. Specific role responsibilities

- The development and maintenance of internally developed software solutions, observing industry coding standards.
- The continuous review and tuning of the RCN's bespoke web based systems
- The continuous review and tuning of the RCN's content management systems.
- The development and integration of solutions into/with the RCN's CRM system as required.
- The development and integration of the RCN website with key business systems.
- Advise on purchase and implementation of relevant hardware and software, writing technical specifications as necessary.
- The development and maintenance of supporting documentation ensuring accuracy of information.
- Maintain knowledge and awareness of new technical developments and trends and maintain recommended industry best practice at all times.
- Supervisory responsibility for the Engineers as required.

Systems analysis, design, development and support

- Take a lead role in the end-to-end delivery of new web and/or business systems including the requirements gathering, design, development and implementation in line with corporate strategy.
- Alternatively, the acquisition, implementation and integration of 3rd party products if suitable.
- To ensure all critical business systems, internally developed or externally sourced, are suitably managed, tested and resilient.
- Configuration and maintenance of the RCN's content management systems.
- An escalation point for high level support of business systems.
- Troubleshoot and debug escalated issues with existing business systems and sites.

- The provision of programming support for the development of software applications for user departments in line with organisational objectives.
- Ensure the availability of reporting services from business databases using 3rd party reporting tools, TSQL, SSRS, SSIS and other suitable methods as required.
- To ensure all database and application issues are fully documented and the correct audiences informed.
- Ensure all business systems have a robust back-up process in place to protect the integrity of the system and its data.
- Coordinate and liaise with 3rd party suppliers and consultants as required.
- To liaise with the Infrastructure Team to ensure that system and network resources are available and utilised effectively for optimum website and business system operations.
- Ensure business systems and websites are properly documented, operate to optimum efficiency and can be fully supported.
- Lead on the design, implementation and maintenance of a comprehensive disaster recovery plan for all business systems and websites.
- The continuous consultation with key users to evaluate and review the quality and suitability of business systems and the services they provide.

Project management

- The management of projects incorporating 3rd party design and project management tools, as required.
- Ensure change control procedures are adhered to and that new releases are fully tested.
- Support the Development Manager in ensuring all project plans and programme of works are up to date, accurate and adhered to.
- Utilise industry best practice and methodologies for project management and service delivery.

3. Additional responsibilities

- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- Undertake any other duties as requested in line with the job role.

Job description created: 26/06/2014

Reviewed: October 2022