



Software Analyst and Developer Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact us on jobs@arunchichestercab.org.uk or call 01243 866233

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



The purpose of the role

Arun & Chichester Citizens Advice are seeking to expand their technology team to create an innovation hub, responsible for designing and implementing new solutions that allow us to help more people.

You'll be working with our Technology Lead, as well as a team of volunteers and student placements, to bring ideas to life which allow our services to work more efficiently, expand our reach and prevent crisis. You'll work collaboratively with other developers, volunteers and student placements, contributing to code review and providing technical guidance where needed.

This is a rare opportunity to be at the heart of using technology for good, by applying ethical principles in the charity sector, focussing on outcomes for individuals, not profit.

You'll need to be confident in explaining projects to non-technical team members, proactive in identifying opportunities and improvements, and comfortable collaborating with developers who have differing levels of professional experience.

Our existing working relationship with the University of Portsmouth's School of Computing ensures our projects consider the latest academic learning, as well as applying ethical standards and strict data governance.

Projects may include:

- Automating administrative processes
- Developing tools to improve the client journey
- Improving system integration
- Increasing accessibility
- Using data trends to create proactive solutions



Role profile

Key duties

1. Design, develop, test and maintain software that improves organisational efficiency, client outcomes, and service accessibility.
2. Maintain clear technical documentation and accurate records of development decision and progress so that projects can be understood and supported by others.
3. Identify technical, security, data-protection or delivery risks and raise them promptly and professionally.
4. Work collaboratively with volunteers and student placements, providing technical guidance and support where appropriate.
5. Use Git-based collaborative development workflows, including branches, pull requests and issue tracking.
6. Contribute to code review, including reviewing pull requests and providing constructive feedback to help maintain appropriate standards of quality, security, testing and maintainability.
7. Contribute to automated testing, continuous integration/deployment and other development tooling where appropriate.
8. Apply secure development, accessibility and responsible data-handling principles throughout the development lifecycle.
9. Work independently to investigate and solve technical problems, while recognising when decisions or risks should be escalated.

Training

1. Keep informed of new and changing guidance.
2. Attend regular training to develop knowledge, skills and expertise.
3. Participate constructively in team meetings.
4. Identify personal training needs.

Administration

1. Contribute to reports by outlining the achievements, costings and learning outcomes.
2. Create surveys and engagement tools to gain feedback.
3. Present findings and feedback in clear documentation.

Policies of Citizens Advice

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must always have due regard in the planning and execution of their duties and to the aims, principles and policies of ACCA and Citizens Advice.

Social Policy

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of concern to disadvantaged groups and clients in general.
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

Quality

1. Continually meet the requirements of the project's Quality Framework and engage with Quality supervision and support services.
2. Ensure products are developed in line with agreed standards for quality, security, accessibility, data protection and maintainability.

Equity, diversity and inclusion

1. Ensure that work undertaken reflects and supports the service's commitment to equity, diversity and inclusion.
2. Proactively challenge attitudes or behaviours which go against our policies.
3. Consider biases in systems and data which may lead to inequity or discrimination.

IT proficiency

1. Maintain good working knowledge of relevant development tools, cloud platforms and Microsoft systems, and keep technical knowledge current as technologies evolve.

Other

1. Comply with all the organisation's published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.
2. Uphold the aims and principles of the organisation.
3. Undertake any other duties as might be reasonably required within the scope of the role.
4. The post holder will be expected to play an active part as and when required in securing resources for the ACCA service.
5. To attend meetings within ACCA and to represent as required within Citizens Advice and to other organisations.
6. In addition to the above tasks and duties, the post holder will be required to undertake such other tasks and duties identified as being generally compatible with the post and the aims of ACCA.



Person specification

Essential:

1. Understanding of, and commitment to the aims and principles of the Citizens Advice service, and how they relate to this role.
2. A degree in Computer Science, Software Engineering or a related discipline, or equivalent demonstrable professional experience in software development.
3. Practical experience of Git-based collaborative development workflows, including branches, pull requests and code review.
4. Ability to design, build, test and maintain reliable software solutions, with an understanding of secure and maintainable development practices.
5. Working knowledge of APIs, databases and common application architecture patterns.
6. Ability to learn unfamiliar languages, frameworks and technologies quickly.
7. Ability to participate effectively in code review and provide clear, constructive, technical feedback.
8. Ability to work collaboratively with developers with differing levels of experience, including volunteers and student placements.
9. Ability to work independently on well-scoped development work while collaborating effectively with others.

Desirable:

10. Previous experience of mentoring, tutoring, supervising placements or supporting junior developers or students.
11. Experience contributing to or collaborating within open-source or other distributed software development projects.
12. Experience of cloud development or deployment, particularly Microsoft Azure.
13. Experience of automated testing and CI/CD practices.
14. Experience developing or integrating AI or machine-learning solutions.
15. Experience in, or connection to, the charitable sector.

What we give our staff

- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community
- Additional leave after 5 and 10 years of employment