Purpose of role

The purpose of this role is to provide detailed technical analysis and development input for a range of online learning systems in use at The University of Nottingham. The remit of the role holder is to analyse user requirements, complete technical specifications and support the development of learning applications that meet the strategic needs of the University.

As someone with a software development background you will represent the needs of the sponsor and stakeholders throughout the software development life cycle (SDLC), seeing things from their perspective and ensuring that things don’t get lost. You will create and manage stakeholder requirements, facilitate understanding and ensure requirements are met using a standardised approach across both Agile and Waterfall delivery methods.

The post will be crucial in extending the technology enhanced learning provision at the University by taking a user-centred design approach to developing tools that meet our user community needs. You will be equally comfortable working with a stakeholder rapidly prototyping and developing proof of concepts to help firm up their ideas. You will also be allocated development projects that require close liaison with the customer. The post holder will work closely with and interface between the Learning Systems and Faculty and School Support teams within the Learning Technology Section.

Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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1 Application development

- Software development and third-party tool integration to support the development of web-based and mobile applications to enhance learning and assessment:
  - Iterative development: requirements gathering, documenting, prototyping, coding, testing (including automated testing), debugging and evaluation
  - Support other developers through constructive feedback and peer review

2 Analyst Responsibilities

- Analyse user requirements and business processes to author technical specifications to inform own and others development activities.
- Stakeholder analysis, requirements elicitation, process modelling and documentation of user requirements
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<th>Complete appropriate technical documentation to assist the process and ensure on-going sustainability.</th>
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| 3 | **Demand Management**  
  ▪ To work with the wider development team and co-ordinate the demand backlog ensuring that it is accurately estimated and prioritised.  
  ▪ Own the demand review process to ensure the software development team have a backlog of things to work upon.  
  ▪ Maintain a relationship with the stakeholders to understand the strategic and operational development needs for online teaching technologies. |
| 4 | **Wider Contribution**  
  ▪ Support the team by contributing to the establishment and implementation of effective practice and procedures for software development life cycle.  
  ▪ Report on progress against plans and in team meetings, advising where timescales and objectives are at risk of not being met.  
  ▪ Contribute to team and self-development activity and keep abreast of the latest thinking and best practices in respect of your role.  
  ▪ To liaise with colleagues throughout UoN Libraries to maintain awareness of potential developments and plan for their implementation  
  ▪ To network with colleagues in other HE or external organisations to explore engagement opportunities in order to generate mutually supportive partnerships  
  ▪ Representation of the Team and Section on University collaborative groups and at national conference, committees, etc |

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Person specification

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<th>Skills</th>
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|        | • Skills and ability to design, develop and maintain sophisticated database-backed websites  
• Ability to work in a team environment, supporting colleagues and sharing expertise  
• Able to communicate/explain complex issues in clear, persuasive language, verbally and in writing  
• Ability to influence others  
• Empathetic and with strong interpersonal skills  
• Adaptable and flexible. Able to adjust to new situations/changing priorities  
• Ability to manage others through problem solving challenges, particularly problems requiring creative suggestions for doing things differently  
• Ability to put in place processes, ensure these are adhered to, and continuously improved | • Understanding of IT architecture and infrastructure |
| Knowledge and experience | • Experience of full life cycle of developing and maintaining online web and mobile applications  
• Proven success of working in a team environment, supporting colleagues, and sharing expertise  
• Experience of Business Analysis methodologies (e.g., functional specifications, Use Cases, User Stories)  
• Experience of change programmes involving business process and organisational change including the ability to challenge the status quo  
• Experience of working in Business Analysis and Functional Analysis teams, and implementing standard processes for Business Analysis and application management | • Knowledge of requirements gathering; and how this translates into technical developments and project outcomes  
• Knowledge of the pedagogic capabilities of online systems  
• Knowledge of learning technologies and their application to HE  
• Knowledge of open standards  
• Knowledge of the higher education environment  
• Knowledge of ITIL standards, practices, and processes  
• .NET or experience of other programming languages  
• Knowledge of key legislation and how it applies to software engineering, such as GDPR and Accessibility |
Experience working with key users
Knowledge of secure programming practices
Experience of user-centred system design within a development environment

Qualifications, certification and training (relevant to role)
Degree (or equivalent) in an IT related discipline or equivalent experience in a similar/relevant role

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our workforce and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking
Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.

Professional pride
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.
Key relationships with others

Line manager

Role holder

Key stakeholder relationships

- Learning Systems Team Leader
- Applications Analyst Programmer
- Digital Technology Services
- Learning Systems Colleagues
- Service Users
- Colleagues