Job Profile: Principal Systems Developer

An introduction to CAP

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Christians Against Poverty is a dynamic and growing charity with a clear vision, award-winning culture and passionate workforce.

Our vision for the future is "Transformed Lives. Thriving Churches. An end to UK poverty".

We exist to equip the local Church to reach out into communities and to serve those in need. Our highly effective collection of services enable us to break through the crippling spiral of poverty, isolation and stress that impacts so many across the UK.

In its place, we deliver hope, peace and freedom through our excellent and compassionate services. We offer debt advice through our network of Debt Centres, assistance finding employment through Job Clubs, and valuable tools for living through Life Skills and CAP Money training.

By offering these in partnership with the Church, we also see hundreds of people a year responding to Jesus and finding belonging in a church family.

We also integrate our values into who we are and how we work. To join CAP is to commit to growing with us into being more Christ-centred, compassionate, united and passionate.

This year in particular is a chance to join CAP at the start of a significant new chapter. As we turn 25 years old we are modernising our services to:
- improve our offering to church partners,
- increase client empowerment and
- make our services scalable.

The need in the UK for debt counselling is already great, and growing further. This means re-imagining our service design, our processes and the IT systems that support our work. CAP is looking to introduce new technologies alongside significant system redevelopment, and we'd love you to consider joining us to be part of this journey ahead.

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An introduction to the Tech team

We are passionate about using our technical skills to provide excellent solutions and generous support. Remote workers enjoy monthly expenses paid trips to head office, and all team meetings are online and designed to make remote workers feel fully able to contribute and collaborate. If you are in Head Office, our recently renovated staff breakout space provides a great place to relax and get to know other staff over lunch or during breaks.

The Tech team is rapidly growing with a mix of permanent staff, contractors and specialists. We are growing the number of product teams that between them manage over a dozen systems used by nearly 400 head office staff and 1000s of frontline workers and volunteers that make up our vibrant network of over 600 church-based centres. We also support and equip our expanding affiliate organisations in Australia, New Zealand, Canada and America.

A few years ago we agreed on these five expressions of who we are and what we do in the Technology team, "Generous Support", "Excellent Solutions", "Trusted Partners", "Example Setters" and "Passionate about applying Tech". We adopt an agile, collaborative approach to systems development, aiming for daily deployment of high quality, secure, maintainable code that is tested, well documented and in line with the latest standards and best practices. We achieve this with a mix of solo, pair and mob programming, daily standups and fortnightly sprints with retrospectives. These maximise our opportunities for constructive challenge, collaboration, continuous improvement and celebrating success.

Across CAP, there are plentiful opportunities for team time and refreshment. These include fun 'Revive Days' and regular staff meetings and conferences - remote workers get to attend in person, expenses paid. There is also daily time for spiritual reflection, worship and prayer.

CAP UK Technology
January 2022

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Context:

Christians Against Poverty has helped tens of thousands of people to break free from debt and poverty over our first 25 years. Thousands have seen their lives change forever by being introduced to Jesus Christ. We have major plans to modernise the way we work through our award-winning CAP debt centres, job clubs, life skills and CAP Money training. As the world emerges from the pandemic, we want to invest significantly in Technology to support our core purpose to inspire and equip local churches to help people out of poverty and see them become followers of Jesus.

Purpose:

The role of the principal systems developer is to provide technical leadership across multiple product teams developing and maintaining the bespoke internal web applications that support the work of CAP's head office and frontline teams.

Passion:

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions. Through this, we enable our staff and partner churches to serve our clients better and help deliver CAP's vision to see the UK church serving and including those most in need.

Personality

We are an adaptable team operating in a fast-changing environment, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by cake, biscuits and cups of tea.

Role

Accountabilities:

Solutions
- To own and manage large multi-team solutions, from requirements to deployment, working closely with core team and other stakeholders to define and document problems and solutions, seeking technical feedback through design documentation.
- To work alongside the Operations team to define and implement deployment platforms for all internally developed systems.
- Ensure there is a plan in place to test all systems for resilience, redundancy and establish adequate disaster recovery processes.
- To develop and maintain a technical strategy for internally developed systems, including the full software development life cycle, systems integration and incorporating wider CAP UK strategic aims, taking into account the direction of CAP's international affiliates.

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- In conjunction with the Enterprise Architect ensure that roadmaps for systems to move from the current state to future vision are defined and communicated.
- Provide technical consultation during early stages of estate-wide initiatives, shaping ideas to incorporate technical strategic aims, and to make the best use of available resources.

Software development
- To lead on documenting, reviewing and optimising our coding standards, tools, processes and ways of working.
- To lead on measuring, reviewing and optimising the quality and security of the code being developed by the teams and external partners.
- Follow developments in technology and best practice, to improve yourself and the quality of the teams' output.
- Ensure architectural principles and designs are adhered to by the teams in line with the overarching enterprise design.
- To develop high quality, secure, maintainable code that is tested, well documented and in line with the latest standards, best practise and agreed code quality metrics.

External partners
- To provide technical oversight for the selection and implementation of third party development technologies, tools and platforms.

Team
- To create a technical training and development plan for developers at all levels, and to own and manage the Trainee Developer programme.
- To advise and support the performance of Senior systems developers as required by their line manager.
- To be the most senior point of technical escalation for incidents.
- Work with the Seniors developers and managers to cultivate and reflect a healthy team culture, leading by example to motivate and inspire the systems developers and celebrating team achievements.

Measurable outputs:
- Work completed to scope in agreed timescales (+/- confidence levels).
- Ensure automated testing is in place for all new and changed code.
- Monthly reporting on code quality metrics delivered to Head of Systems .
- Annual reporting on accuracy of estimates and plans delivered to Head of Systems.
- 90% of customers 'satisfied' or better in survey results on internal IT systems.
- Fewer than 6 logged major incidents a year relating to systems across the enterprise.
- <4 hour recovery from all major incidents on your systems your team are responsible for.
- At least two security or technical-debt related releases per month.
- Frequent code deployments (average of 2 per day) across the enterprise.

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Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person

Education:
- Degree level or equivalent vocational training.

Experience:
Essential

- At least 3 years experience at a Senior Developer or Technical Lead level.
- Broad range of technical expertise, including project management, development processes and interactions with senior leaders across the business.
- Extensive experience of software development concepts and practices, and software security.
- Excellent knowledge of web and database technologies, current and legacy.
- Significant experience working with large legacy systems
- Extensive experience with automated testing
- Experienced and skilled in Agile techniques, with an Agile mindset.
- Experience of leading developers across multiple product teams.
- Experience of leading IT disaster recovery processes

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Desirable
- Experience with multiple operating systems (Windows, Mac, Linux).
- Charity sector experience.
- Experience creating training and development pathways to upskill your team.

Skills/abilities:

- Expert knowledge in relevant technical areas, including web development, PHP and one other object-oriented language, and associated standards, processes and ways of working.
- Able to set technical strategy and manage resource at multi-team programme level.
- Excellent communication skills at all levels including the ability to clearly communicate technical information.
- Ability to develop working relationships with stakeholders, senior leaders, other teams and managers.
- Ability to solve problems, make quick decisions and to work in a proactive manner.
- A logical thinker, able to work well under pressure.
- Excellent problem solving, analytical and evaluation skills.
- Able to hold a good balance between detail and the 'big picture', with a great level of organisational awareness.
- Able to manage projects involving a number of developers.
- Ability to analyse and evolve development processes used by the team.

Christian commitment

- The candidate must be able to verbally assent to and practically demonstrate Christians Against Poverty's Statement of Faith and Core Values.
- The candidate must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

April 2022

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