

**Junior/Trainee ICT Developer/Programmer**

**Job Specification:**

**Post title:** ICT Developer/Programmer

**Employed by:** Clifton EMAG Ltd

**Accountable to:** Directors Clifton EMAG Ltd

**Hours:** 37.5 hours/week

**Location:** The Caretaker’s House, St Ann’s J & I School

**Salary:** £18,000

**Contract:** Fixed term for 6 months, with the likelihood of a permanent contract after this period

**Job description**

**Purpose of the job:**

To work as part of Clifton EMAG Ltd to deliver its mission and aims. This is a key role to support the development and expansion of our services. Clifton EMAG is a rapidly growing, local Company, which provides electronic assessment software to over 400 schools across the country. Clifton EMAG Ltd is a not-for-profit Company which supports Clifton Learning Partnership (Charity no 1142675), which in turn supports the local community. We are highly committed and energetic, constantly looking to evolve and improve our products and services.

You will work alongside our Director of Research and Development to refine, develop and program new software as well as maintaining and upgrading our customer database. You will be required to work within a small team as well as working independently. There are some administrative tasks required to support our customer/sales team. There is also a requirement to communicate with and respond to our customers.

This is an opportunity to learn all elements of the business with the potential for the right candidate to expand the role in the future.

**Key responsibilities:** To:

* Engage in product development – (research, development and programming)
* Maintain and develop our customer/product database
* Provide technical support to customers
* Complete administrative tasks to support the customer/sales team

**Other professional responsibilities:**

To

* attend team meetings
* attend supervision
* maintain level of skill and competency by accessing appropriate Continuing Professional Development opportunities
* evaluate your own impact critically to improve effectiveness by adopting reflective practice
* comply with all Clifton EMAG Ltd policies and procedures including data protection and confidentiality
* establish effective working relationships and set a good example through presentation and personal and professional conduct
* work in a non-judgemental way, showing respect and sensitivity for all people
* take on any additional responsibilities which might from time to time be determined
* support the Directors in the effective running of Clifton EMAG Ltd

**Person specification**

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|  | **Essential** | **Desirable** | **Method of assessment** |
| **QUALIFICATIONS** |
| NQF Level 3 qualification e.g. AS and A levels, NVQs Level 3, Applied A levels, BTEC First certificates and Diplomas or NQF Level 4 certificates of higher education or evidence of the equivalent level of knowledge gained through work experience | \* |  | Application & certificates |
| **KNOWLEDGE & EXPERIENCE** |
| Excellent ICT knowledge and competency, including experience in MS Excel, MS Word, Databases – web: HTML5, CSS, JS and Classic ASP | \* |  | Application, interview & references |
| Knowledge/experience of customer care |  | \* | Application, interview & references |
| Experience of managing administrative tasks  |  | \* | Application, interview & references |
| **SKILLS, COMPETENCIES & BEHAVIOURS** |
| Excellent communication skills, both written and oral |  | \* | Application & interview |
| Excellent interpersonal skills |  | \* | Application & interview |
| The ability to plan, prioritise, manage own time and workload and work to deadlines | \* |  | Application & interview |
| Demonstrate a positive commitment to own Continuing Professional Development and respond positively to the need to develop | \* |  | Application & interview |
| A team player with a drive to work cooperatively and collaboratively | \* |  | Application & interview |
| Ability to work flexibly and responsively | \* |  |  |
| **PERSONAL QUALITIES & ATTRIBUTES** |
| Have a positive, flexible, solution-focussed outlook | \* |  | Application & interview |
| Demonstrate tenacity and a drive for excellence | \* |  | Application & interview |
| **OTHER** |
| The post may necessitate undertaking of duties outside normal office hours on occasions | \* |  | Application & interview |

**Benefits to you:**

The post offers:

* A friendly, dynamic team, that welcomes and celebrates initiative
* The opportunity to work in a growing Company that rewards ambition and progression
* Continuous professional development opportunities
* Company pension (available after qualifying period)
* Death-in-service benefit (after 3 months’ service)