# Role profile

* **Job title**: Mendix (Low Code) Software Developer
* **Grade:** Grade 8 (£42,708)
* **Business area:** Digital Services, GM Digital
* **Reporting line:** Gary Henshall, Delivery Manager
* **Team:** Digital Services

## Job Purpose

Do you have a passion for technology that improves lives? In the role of Mendix/Low Code Software Developer, you'll play a critical role in developing user-centric digital products all designed to make a positive impact on the people of Greater Manchester.

**Greater Manchester (GM) Digital Blueprint 2023-2026**

The GM Digital Blueprint is Greater Manchester’s digital strategy. It has been developed in collaboration with stakeholders from across Greater Manchester’s digital sector and shares strategic commitments to put our people, our environment, and our place firmly at the heart of our digital plans.

We want to better the lives of our people and for them to be empowered by the opportunities a digitally fuelled city-region brings.

We want to use technology and data better to make Greater Manchester a greener, fairer, more prosperous city-region.

https://greatermanchester-ca.gov.uk/media/7953/gm-digital-blueprint-2023-26-final.pdf

**GM Digital**

The Mendix/Low Code Software Developer will work closely with the GM Digital Transformation Team. GM Digital comprises digital transformation and project/product management professionals with technical subject matter expertise.

GM Digital works with the ten local authority organisations, and other partner organisations, to manage the delivery of pan-GM digital transformation programmes and projects.

GM Digital:

* Delivers digital transformation programmes, projects and products where there is a need to do things regionally, or cross-organisationally, and it is not possible or appropriate for one locality to do this independently.
* In collaboration with stakeholders, builds strategic digital and data products used in the delivery of our GM public services.
* Convenes the GM digital transformation system to collaborate, share learning and identify opportunities to drive efficiencies

You'll have the incredible opportunity to see the direct impact your work has on the lives of people in Greater Manchester.

**You're a great fit if you have:**

* Proven experience of designing and coding agile low-code (Mendix or other low code platform) software solutions within a complex public sector or comparable environment.
* Knowledge of software development methodologies e.g. CI-CD, agile software development, DevOps (using Azure DevOps).
* Strong troubleshooting and problem-solving skills.
* Excellent communication and interpersonal skills to build strong relationships with internal and external stakeholders.
* A passion for technology and its potential to improve people's lives.

**Join us and be part of something bigger. Together, we'll make a positive difference in Greater Manchester!**

## Key working relationships

|  |  |
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| **Who?** | **Why?** |
| GM Digital Application Support Team members | * Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes |
| GM Digital senior management | * Escalate issues, keep informed, advise and receive instructions * Provide regular updates on key products, issues and priorities as required |
| GM Digital team members, including project, programme and product managers | * Collaborate within squad structures to share knowledge and learning |
| The GMCA Digital Directorate and other GMCA Directorates | * Build collaborative working relationships |
| Users of products (including citizens of Greater Manchester) | * Build collaborative working relationships |
| GM Digital’s wider network of key suppliers (including other public sector organisations spanning a range of sectors e.g. NHS, police etc.) | * Build professional relationships * Utilise external suppliers to build knowledge and practice |

## Key Responsibilities

1. **Develop intuitive and efficient digital solutions** using low-code platforms (Mendix and Microsoft Power Platform in particular).
2. Develop and configure robust, scalable, and secure applications using the visual development capabilities of the low-code platform. This includes creating pages, forms, logic, and integrations.
3. **Collaborate closely with a wide range of stakeholders**, and working within a dedicated squad, understand user needs and translate them into actionable software solutions.
4. Optimize applications for performance, scalability, and responsiveness, especially critical for public-facing services that might experience high traffic.
5. **As part of a squad, contribute to agile ceremonies such as daily standups, retrospectives etc. continuously improving by identifying enhancements and proposing innovative solutions.**
6. **Continuously learn and explore new technologies**, policies and approaches to software development, contributing to a culture of innovation and knowledge sharing within the team.
7. Mentor and support junior colleagues, fostering a collaborative and growth-oriented environment.
8. Define testing strategies, utilising test-driven development (TDD) and behaviour-driven development (BDD) practices to produce reliable and maintainable applications.
9. Proactively manage and prioritize the team’s backlog items, ensuring alignment with project goals and timelines.
10. **Demonstrate strong communication and interpersonal skills**, effectively collaborating with diverse stakeholders and presenting technical concepts clearly.
11. Contribute to developing service level agreements, and other appropriate documentation, with our product users.
12. Mentor and support junior colleagues, fostering a collaborative and growth-oriented environment.

## General

1. To always hold yourself and others to a high standard of professionalism, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
2. Working with other teams internally and externally to ensure that collaboration is maximised and supporting on activity where appropriate.
3. Ensure the services delivered internally and externally are inclusive and accessible.
4. To align work area to the Sustainability Strategy and ensure work practices are inclusive of this value & strategic intent.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### **Knowledge & Experience - Essential**

### A certification in developing applications on the Mendix Platform (minimum of Intermediate Developer[[1]](#footnote-2) or a demonstrable and comparable level of experience) or other relevant low code experience.

### Where the applicant is not certified to Intermediate Developer level on the Mendix Platform, the applicant is expected to commit to completing the Mendix Intermediate Developer qualification within an agreed time period.

* Work closely with business analysts, product owners, and public sector stakeholders (e.g., frontline professionals and citizen users of digital products, policy experts) to understand their specific requirements and translate them into technical solutions using the Mendix or other low-code platform.
* Experience of low code software development utilising CI-CD pipelines and DevOps practices.
* Thrives in a dynamic and collaborative environment, embracing challenges and taking ownership of tasks
* Is passionate about the public sector and the positive impact technology can have on communities in Greater Manchester
* Demonstrates excellent communication, interpersonal, and problem-solving skills

### **Knowledge & Experience - Desirable**

* You have some Microsoft or other certifications.

### An appropriate ITIL qualification that is relevant and commensurate with the job description and seniority of the role.

* Some working knowledge in at least one object-oriented programming language (e.g., C++, Python, Java)
* You have some experience of working in a public sector organisation.
* You will be familiar with project management methodologies such as Prince2 or Agile Project Management.
* Experience of delivering digital transformation activities across potentially sensitive and/or emotive areas of the public sector e.g. homelessness, victims of crime, social care.
* Experience of delivering digitally enabled change where tasks or duties might have an impact on the well being of individual, or groups of people.

### **Skills, Values & Behaviours**

1. **Purpose driven and delivery focussed:** You recognise that while technology is an enabler to digital transformation, it is not the whole solution. You will work closely with colleagues and partners to understand the real nature of the challenges to be addressed and how they can be solved.
2. **Collaborative:** You understand that collaboration is key to delivering successful digital transformation across GM.
3. **Empowering:** You are empowered to undertake your role.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*

1. https://www.mendix.com/evaluation-guide/evaluation-learning/certification-talent/#intermediate-developer [↑](#footnote-ref-2)