JOB REF	BDELITE/041	JOB TITLE	Full Stack Software Developer
SALARY		DEPARTMENT	System Development
REPORTS TO	Head of Operations	LOCATION	Atria, Spa Road, Bolton

SCOPE & PURPOSE OF THE ROLE

BDElite are looking for an experienced Full Stack Software Developer to work alongside their Directors and Management team and help execute the company's business plan. They will be responsible for building, developing, and designing public facing and internal systems. Working closely with all areas of the business, brokers, software houses and service providers they will be expected to analyse and implement business solutions, specifically around technology, which would improve current processes and drive further efficiencies.

This unique opportunity provides the successful candidate with the chance to establish themselves as a technical innovator able to work with a high degree of freedom. Maintain BDElite's "best in class" ethos for elevating the customer's experience through process and software development.

BDElite will provide a free Pluralsight subscription, and the successful candidate will have the opportunities to attend required conferences and events in order to allow you every opportunity to progress your knowledgebase.

 A keen eye for detail with a drive to deliver high quality innovative solutions. In addition, the candidate will be responsible for researching the marketplace, keeping the company up to date on competitor and industry technology to include chatbots and automation.

We would expect the successful candidate to be proficient in frontend web technologies and have solid knowledge and experience in the .Net Core or .Net Framework. The candidate should be organised, flexible to the business needs and have strong communication skills.

DUTIES AND RESPONSIBILITIES

SOFTWARE DEVELOPMENT
- Build and maintain the BDElite Website in line with the company's business plan
- Liaise with all departments to resolve conflicts, prioritise needs, develop content criteria and choose solutions.
- Maintain an understanding of the latest technologies and programming practices through education, study and participation in conferences and workshops.
- Assist with back up of files from the Website to local directories for recovery
- Help identify problems uncovered by customer feedback and testing, correct, or refer problems to the appropriate personnel for correction.
- Evaluate code to ensure it meets industry standards, is valid and properly structured and is compatible with all browsers and a wide range of devices.

Job Description

- Determine user needs by analysing technical requirements.
- Help to produce and maintain high quality web documentation and user guides
- Maintain strict version control and deployment techniques and attempt to keep downtime to an absolute minimum.

SOFTWARE DEVELOPMENT AND TECHNICAL KNOWLEDGE

- Ability to help deliver the company business model, implement work processes and enhance all third-party services used.
- Help to identify potential process improvements, UX, CX improvements and new or upcoming technologies that would be of benefit to BDElite.
- Help to produce and submit proposals for the implementation of improvements and be able to clearly explain the same verbally.
- Ability to keep track of changes to technologies implemented by third-party services to assess potential benefit to BDElite.
- Ability to develop software solutions based on business requests or approved process/UX improvement proposals.
- Help to produce and maintain high quality software documentation and user guides
- Maintain strict version control and deployment techniques and attempt to keep downtime to an absolute minimum.
- Work closely with the Directors, Management Team and Software Development Team to scope and cost project work.
- Help to maintain and improve existing developments and software solutions.
- Provide user training for software systems.
- Provide user support on a wide variety of technical issues.
- Work closely with third party software providers to manage integrations and implementations.
- Assist with to develop and manage ProClaim web service and ProClaim RPA integrations.
- Work closely to manage the integration with third party phone system software with ProClaim and other in-house applications.
- Assist with any ProClaim development work as and when required.
- Ensure technology processes and development remain in line with regulatory bodies.
- Work closely with group Internal Systems department.

CUSTOMER SERVICE

- Maintain high standards of customer service.
- Establish and maintain good working relationships with key suppliers.
- Work closely with all departments within the company
- Excellent communication skills

ADMIN SUPPORT

- Develop ad hoc reporting as needed.
- Any other duties and responsibilities as may be set by the Head of Operations and Directors.

PERSONAL DEVELOPMENT

- To gain in depth knowledge of the pro-claim system.
- Willingness to progress towards relevant qualifications.
- Develop understanding and knowledge of regulatory bodies.
- To ensure you are fully up to date with the latest technologies.
- Undertake any other duties reasonably required as deemed appropriate.

PROJECTS

- To work closely with the Directors and Management team on any new and existing projects.
- To assist and complete adhoc projects when required to help with the overall business development.

KNOWLEDGE & QUALIFICATIONS

Essential

- Three or more years of software development experience.
- Proficient in JavaScript, HTML, CSS, jQuery and Bootstrap.
- Strong background in .Net/.Net Core/.Net5 development with a focus in C#.
- Experience of developing front-end systems using APIs
- MySQL or MSSQL
- Excellent understanding of good software design principles, including SOLID and DRY
- Enthusiasm for creating new software.
- Experienced, self-sufficient and with initiative with an ability to solve problems.
- History of using/integrating with third party web services.

Desirable

- Bachelor's Degree in relevant field of study.
- DevOps, Continuous Integration and Release Management
- Knowledge of using or developing for ProClaim.
- Experience of Kanban
- Use of Git or similar source control solution
- Entity Framework
- Experience of building mobile apps
- Use of Azure and micro service architecture.

EXPECTED AND REQUIRED BEHAVIOURS & SKILLS

- Evidence of flexible, "can do" attitude; self-motivated and willing to maximise personal contribution to the role, departmental and overall organisational objectives.
- Strong organisational and personal planning skills; self-disciplined approach to work
- Ability to work to under pressure, to individual targets and timescales
- An understanding of the business / industry

Job Description

- Effective and clear communication, telephone, writing and listening skills
- Confident at negotiating with an ability to influence outcomes
- Creativity and willingness to think outside the box.
- Strong analytical skills, attention to detail - a problem solver.
- Management of software development lifecycle from requirements to delivery.

Competency Based Job Description

We have defined 15 competency areas which we believe to be key to our ability to deliver our services and meet our business goals and objectives. The table below shows the level of performance expected for the role detailed on page 1 of this job description in each of these competency areas. There is a clear progression of expectation of how competencies, knowledge and skills should develop from Level 1 to Level 5. (Please refer to the relevant departmental Competency Framework for full details).

Competency Title	Competence Description	Level
Business & Strategic Awareness	Knows reasoning behind key policies and practices and is able to apply knowledge of organisational values, culture and strategies. Displays awareness of the impact on internal and external factors on specific areas of responsibility.	4
Commitment & Responsibility	Demonstrates knowledge to others on company practices and procedures. Responsible and accountable for own actions and consequences. Understands the responsibilities of others and respects confidentiality.	5
Communication	Obtains and understands other people's views and anticipates reactions. Adopts appropriate language for the situation. Can persuade and communicate with others positively and effectively. Able to work with others or on their own, can easily adapt style of communication dependant on the audience.	4
Customer-Focus	Seeks ways to improve company business plans. Manages adverse customer reactions and seeks to develop better alternatives in order to achieve a win:win situation whenever possible. Acts in a customer-focused way whilst maintaining company values and objectives.	5
Flexibility/ Adaptability to Change	Is able to manage conflicting priorities and to lead multiple tasks or projects. Is organised and able to cope with and helps company through change effectively. Displays excellent communication skills that are essential to drive the business strategic marketing plan.	4

Innovation	Proposes changes to practices or procedures or changes which impact beyond work area, including ideas for how to achieve them. Shows ability to think laterally.	5
Judgment & Decision-Making	Effectively analyses, evaluates and interprets information including relevant rules, statutes and regulations. Weighs the pros and cons of alternative options before making a decision. Accurately judges risk and consequences and informs the relevant people. Correctly evaluates how much time to spend on things.	4
Mentoring & Self-Management / Leadership	Adapts own style to contribute to and enhance overall company effectiveness. Takes lead in discussions on a regular basis. Able to advise others and to give feedback to others. Able to support when appropriate, influencing and motivating others to achieve company goals and objectives.	5
Motivation	Displays energy and enthusiasm to achieve tasks and deadlines. Able to balance quality of work with meeting deadlines. Notifies management about problems or barriers affecting ability to achieve objectives and offers practical solutions to overcome them. Generally, remains positive in the light of failure or when setbacks occur; demonstrates determination to succeed.	5
Personal Development - General	Seeks new challenges and opportunities to acquire new skills and knowledge that will improve own efficiency and effectiveness. Finds and maximises opportunities for growth and development from multiple sources. Reflects on own strengths and areas for development; plans for and achieves own learning goals.	5
Planning & Organisation	Plans, organises and prioritises own work, activities and more complex tasks. Regularly meets targets and deadlines taking into account external challenges. Is able to organise routine workload and tasks of others/own portfolio and to maintain routine management information and records.	4
Problem-Solving	Assesses situations and identifies the root cause of a problem. Generates a range of solutions with benefits and risks associated with each. Resolves problems or escalates when appropriate. Looks beyond the obvious, thinks "outside the box" to find creative solutions. Proactively evaluates work area to prevent problems arising.	5
Teamwork	Builds on contributions of others. Motivates others to achieve standards and targets. Works as part of a team or on own to achieve company goals	4
Technical/Product Knowledge	Uses a wide range of detailed practical and theoretical knowledge to create solutions and evaluate outcomes. Able to recognise the need for procedural change including in other inter-related areas.	4

| | Understands the importance of building to a Minimum Marketable Value Proposition (MVP), whilst ensuring underlying software engineering supports long-term aspirations and scalability. Makes use of contemporary technology whilst avoiding over-complex or hard to maintain solutions. | |