

JOB DESCRIPTION

POST TITLE: Junior Developer
BASE: 57 - 59 Bath Road, Reading
BAND: 6
LINE MANAGER: Senior Developer
ACCOUNTABLE TO: Intelligent Automation Manager

OUR VISION AND VALUES

Our Trust's vision is 'To be recognised as the leading community and mental health service provider by our staff, patients and partners.'

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

Intelligent Automation (IA) combines Robotic Process Automation (RPA) with advanced technologies such as artificial intelligence (AI), analytics, Optical Character Recognition (OCR), Intelligent Character Recognition (ICR) and process mining to create end-to-end business processes that think, learn, and adapt on their own.

You will be part of an Intelligent Automation team with an opportunity to expand your experience, skills and knowledge in developing (& supporting) Intelligent Automation (Robots) using the Microsoft Power platform. This will include the Power Apps, Power Automate, Power Automate Desktop & SharePoint applications.

You will be supported to expand and develop your knowledge and skills to enable you to develop and deliver increasingly complex automations with access to the training and support you require for your own development.

The role also has responsibility for the testing and transportation of applications as they move from development into production.

We are ISO 27001 compliant and development program is delivered using Prince 2 Agile methodology and daily sprints.

You daily work will include

- Designing, developing, and maintaining Robotic Automations using the Power Automate platform.
- Work with colleagues to transport applications across our development, test, and production environments
- Testing of automations developed within the team-raising any concerns identified during the testing process.
- Working closely alongside Business Analytic Team & stakeholders using a sprint approach to effectively contribute and deliver the automation development.
- Working alongside colleagues in developing diverse pieces of work on behalf of the Intelligent Automation Team.
- Managing change where changes to process or systems may impact on the RPA development or delivery liaising closely with services, business analyst team and 3rd party providers of systems or services in order to manage and mitigate the impact of such change on the automation delivery.

WORKING RELATIONSHIPS

Managers, Clinicians, IT staff, Trust information and Governance teams and Process mapping & process analysis colleagues, other colleagues within the Berkshire Health Economy including Berkshire Healthcare, Regional and National networks, Local Authorities, 3rd Party system suppliers and other 3rd party organisations.

You will have particularly close working relationship with the business analysts mapping the processes for automation development.

RESPONSIBILITIES

- Support the development of bespoke technical solutions, including power applications and robotic processes that improve business efficiencies. This will often require significant periods of extended concentration, of many hours a day, often all day, over multiple days, and weeks.
- Develop your skills and experience to become an expert in the use of the Power Platform to

support Intelligent Automation solutions enhancing the abilities of the IA team to support the Organisations business transformation agenda.

- Provide testing to meet the agreed standards for the programme delivery into production ensuring compliance against security and governance standards.
- Provide transportations between development, testing and production environments as directed by the IA Manager, reporting issues arising as required ensuring compliance against security and governance standards.
- Always ensure compliance with Berkshire Healthcare IA governance and security requirements during the product lifecycle and various testing and production environments.
- Ensure that all your developments are documented, and that all Intelligent Robotic Automations scripts can be shared across the wider NHS via our own platforms and those provided by NHS England & NHSX.
- Be responsible for all associated code and databases / lists.
- Ensure all services and applications comply with our ISO27001, DCB160 & DPIA security and governance standards and requirements and Trust policies and procedures.
- Undertake and contribute to testing automations developed within the IA team reporting any issues arising to the IA Manager ensuring that testing is completed in accordance with governance and security certification and legislation.
- With support and training, as required, be responsible for the development, installation, setup, and configuration of the power platform. This will include a variety of highly complex, integrated software systems, including websites, applications, and robotic processes. All requiring an in-depth knowledge, experience, and specialist training in Power Platform systems.
- Build and maintain databases and use specialised software to support clients, analyse and review this data, produce reports on usage.
- Attend and participate at various groups/meetings, including regular internal IA Team meetings and project meetings but may also include senior Trust meetings or Trust wide events promoting RPA.
- Ensure all clients receive timely and appropriate support for services as defined in the agreed SLA, KPI and policies.
- Develop and maintain an excellent working knowledge of Intelligent Automation, current power, technologies and taking this into account be able to contribute as to how this can be used to support the changing business priorities of the organisation.
- Assist the IA team to action calls from the Service Desk to resolve application-based queries, faults, technical issues, etc. which have been placed by the clients, within the agreed Service Level Agreement (SLA) deadlines, by resolving them.
- Produce detailed data to provide direction for clients to plan for and develop future services and to provide all required data as requested by the Department of Health.

- Support the Senior Software Developers in delivering the agreed BHFT IT work plan as discussed and agreed by the SMT, for each period, with the ability to work and manage own targets and objectives to meet the work plan.
- Identify areas of poor development quality and report to the Senior Developers and the relevant owner of the data as required.
- Audit and validate data integrity from feeder systems and flagging areas of poor or unsatisfactory quality to the Senior Software Developers and the relevant owners of the data.
- Undertake 'housekeeping' tasks as requested by the IA Manager to maintain the high standard of governance and security including deletion of test material once tests are completed etc.

General Responsibilities

- Work in accordance with the Trust Values, Aims and Objectives
- To act as an ambassador for the Trust with external agencies and partner organisations
- Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required
- To prioritise your own personal wellbeing, and to seek support if issues arise with work-life balance.
- Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.

GENERAL

This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our organisation. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.

We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values, and always operate in accordance with our Equal Opportunities Policy.

Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

We all have a responsibility to make sure that Infection Control remains a priority in terms of attention and resources. If you work in a role that provides direct patient care then you'll be expected to follow our policies and procedures which are designed to reduce the risk of passing on the organisms that can cause infections.

We all, collectively and individually, have a duty of care to follow best practice and adhere to any guidelines which underpin the management of Infection Control.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
Education/Qualifications/Training	Application Form Essential or Desirable	Interview Essential or Desirable	Selection Tool
Educated to degree level in a subject relevant to the post	Essential		A
Microsoft Certified, Power Platform Developer Associate or several years equivalent experience.	Desirable		A
Evidence of continual professional development	Essential		A
Prince 2 or experience of working with Prince 2 & sprint methodologies	Desirable		A
Previous Experience			
Experience of successfully developing and delivering production Automation Bots using tools such as Blue Prism, Automation Anywhere, UiPath, Knime, Alteryx or Power Automate.	Desirable		A
Experience in the analysis, design, development, testing and implementation of enterprise scale Automations.	Desirable		A
Experience of delivering IT solutions	Essential		A
Understanding Intelligent Automation formulas and development methods.	Essential		A
Good working knowledge of Microsoft SQL	Desirable		A

Knowledge, Skills & Abilities			
Worked in a professional software development role for several years.	Essential		A
Ability to build and maintain key relationships with key stakeholders.	Essential		A
Work well in a team.	Essential		A
Highly developed communication skills with the ability to communicate complex developmental and statistical information to large groups of people	Essential		A
Highly developed organisational and planning skills	Essential		A
Ability to manage own workload, prioritise, seek creative solutions to problem solve	Essential		A
Demonstrable communication skills including interpersonal and presentation skills	Essential		A
Ability to travel to multiple county wide sites	Essential		A
Ability to work to deadlines whilst under pressure	Desirable		A