

Job Description

Job title:	Senior Systems Developer
Reports to:	Digital Development Manager
Responsible for:	No Direct line management responsibility

Role Overview

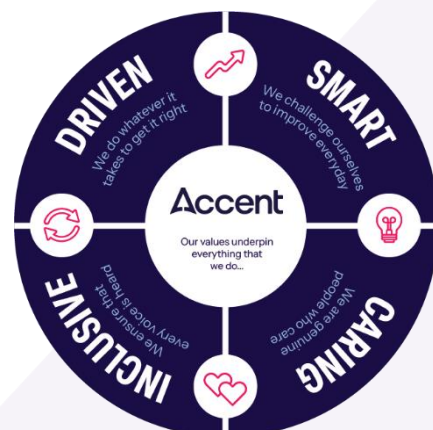
We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Systems Developer (Data and Information), you will play a critical role in designing and modifying business systems to meet the evolving needs of our users and residents. By developing innovative solutions and optimising current systems, you will contribute to Accent's ability to deliver efficient, value-for-money services. You will work closely with internal users, stakeholders, and third-party suppliers, ensuring that all business systems remain secure, compliant, and user-friendly, delivering data-driven insights and improving business processes.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.



Key Responsibilities and Duties

- Act as the technical subject matter expert when working with multi-disciplinary teams to design, modify, and configure Accent's core business systems, ensuring customer and colleague needs are met. Systems include ActiveH, Unit 4, M-Files (EDRM), Access Select HR System, QlikView, and Umbraco Website.
- Lead the development of new system functionality and optimisation of existing workflows, ensuring high-quality outcomes that align with business requirements and service excellence goals.
- Design solutions which enhance our core business systems following industry recognised design patterns and software development methodologies
- Modify, and configure core business systems to meet user and customer needs, ensuring optimal functionality and performance.
- Collaborate with users and stakeholders to gather requirements, working with Project Managers, Business Analysts, Data Analysts, subject matter experts and third-party suppliers to optimise solutions.
- Develop high-quality workflow routines and configuration code, delivering additional functionality to existing systems.
- Manage data processing and analytics, creating dashboards, reports, and visualisations to provide business users with accurate, actionable insights.
- Lead projects that involve system upgrades, data integration, and business process improvements, ensuring compliance with GDPR and security protocols.
- Provide ongoing support for system testing, incident management, and data quality improvement, working with other teams to maintain system integrity.
- Ensure regular business continuity planning and data recovery strategies are in place, collaborating with infrastructure teams as needed.

The must haves:

- 5-10 years of software development experience. Experience in the following technologies: SQL (transact-SQL, writing SQL scripts, views, stored procedures, functions to use within workflow); C#, ASP.NET MVC, JavaScript, HTML, GIT/TFS/AzureDevOps; SQL Server Management Studio
- Demonstrable experience in mentoring and knowledge sharing with junior members of a team
- Providing support on key business applications and the surrounding infrastructure, including second line user support and third line technical support.
- Optimising the use and performance of applications and databases and working with third-party suppliers to tune system operation and solve problems.
- Using database software to create, populate and manipulate data structures.
- Experienced in participating in project-related change, considering and managing all aspects: users and, technical impact and responsibilities.

The added extras:

- Knowledge of Agile change management (Agile PM), ITIL Foundation, or PRINCE2.
- Knowledge and experience of solution development using the Microsoft Power Platform
- Knowledge and experience of solution development using Microsoft Dynamics CRM Platform.
- Understanding and experience in modern web application development.
- Knowledge of the MIS ActiveH system.
- A degree or equivalent professional qualification.
- Knowledge of the Housing Sector.
- Commitment to continuous professional development to stay current with technology trends and approaches.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.