# JOB DESCRIPTION

## SECTION ONE

<table>
<thead>
<tr>
<th>Service:</th>
<th>Customer Services</th>
<th>Post Title:</th>
<th>Web Developer</th>
<th>Post Number: 29-32</th>
</tr>
</thead>
</table>

## SECTION TWO

**Responsible to:** Internet Manager  
**Responsible for:** N/A

## SECTION THREE – Overall purpose of job

As part of a small team develop and continually improve the website and intranet for Kettering Borough Council. Working with the software provider to create user-friendly customer journeys, thereby reducing reliance on face-to-face and telephone contacts.

## SECTION FOUR – Principal Responsibilities

1. Constantly improve the council’s digital platforms via an iterative process of development.
2. Work with the Council’s website software providers to implement new features and processes.
3. Work with third party service providers to integrate systems and processes with the website software whilst maintaining a seamless user journey.
5. Respond to enquiries from customers and staff promptly and courteously.
6. To contribute to the digital transformation project with specific reference to encouraging the migration of council services to online and the development of the Council’s digital platforms.
7. To competently operate a number of office IT systems including e-mail, Word, Excel, the Customer Relationship Management system and back office systems.
8. To operate professionally both as an individual and team member for the benefit of the customer at all times, regularly contributing ideas, suggestions and feedback to contribute to the effectiveness and improvement of the service.
### SECTION FOUR (continued)

9. Engage with officers across the authority to ensure website content remains current and accurate.

10. To comply with and promote the Council’s policies on equality of opportunity and Health and Safety.

11. To comply with and promote the Council’s policies on Health and Safety.

12. To take a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.

### SECTION FIVE – Main levels of contact

| Internal: | Staff throughout the organisation, software suppliers. |
| External: | Customers and Council partners. |

### SECTION SIX – Special features of the post

The postholder will be required:

- To work flexible hours including weekends and evenings.

### SECTION SEVEN

| Job Description prepared by: (Manager) …………………………… | Date ………………….. |
| Approved by: (Personnel) …………………………………………… | Date ………………….. |
| Agreed by: (Post holder) ……………………………………………… | Date ………………….. |