

Solutions Developer

Job Description and Person Specification

Reporting to	Product Director
Responsible for	<p>Providing excellent full stack software development and DevOps capabilities, the Solutions Developer supports the Product Director in the delivery of The Audience Agency's product strategy while guiding and mentoring less experienced colleagues, as well as seeking to continually improve the organisation's software development and operations processes.</p> <p>Helping to implement The Audience Agency's product roadmap by supporting development, maintenance and operational delivery of products & platform. Achieving this by maintaining existing products and working with colleagues and external development teams on new products and integrations.</p>
Contract	Initial 2-year contract
Salary Range	Between £40,000 and £45,000 for FTE depending on experience, but also flexible hours considered pro rata.

The Audience Agency

The Audience Agency is the national not-for-profit organisation supporting cultural organisations to understand and grow their audiences. The Audience Agency provides advice, intelligence and ideas for cultural organisations planning to increase and engage audiences. We work with arts, museums, heritage and other cultural organisations across England, to offer practical support and an unrivalled body of audience intelligence. For more information about our organisation and team please see www.theaudienceagency.org

The Audience Agency is a learning organisation and all staff are required to:

- Take an active part in all team planning, learning and training;
- Train and coach other members of the team as required;
- Share internally the insights and learning gained from research projects and client work;
- Contribute to developing a cross-functional, collaborative style of working;
- Be aware of and act within TAA's Equal Opportunities and Diversity policies;

- Be aware of TAA's values and to conduct activity in their spirit.
- **Background to the Post**

The Audience Agency is a leading force in the development of an intelligent data culture in the arts, culture and heritage sectors. Funded by Arts Council England, through providing commercial Business Intelligence (BI) services to the arts & cultural sector, it operates one of the largest cultural data programmes in the world, with nearly 1,000 organisations using Audience Finder and related products to improve data-driven business, marketing and audience development decision making and activity.

We are undertaking an ambitious transformation, positioning ourselves as a leading provider of software-as-a-service and data-as-a-service, driving collaboration and innovation across the cultural sector.

Summary of Role

The Solutions Developer will assist the Product Director in the delivery of this transformation through development of new products as well as technical support and enhancement of existing products. As required, they will design, develop and liaise with internal and external members of our development teams in the creation of new products and significant integrations to efficiently and effectively build and maintain great products that add sustainable value in terms of revenue.

The Solutions Developer will be a pivotal role within what is a new and relatively inexperienced team. They will possess solid understanding and experience of the technical delivery aspects of agile product development & support and will be responsible for the technical quality of software products. He/she will help the Scrum Master and Product Director deliver the Product Backlog in order to develop products and services that fulfil The Audience Agency's strategy. An advocate for software quality, data integrity and robust efficient processes the Solutions Developer will be an active and leading member of the team as they maintain existing products and effectively prioritise, plan and release version updates, enhancements, integrations and additional products.

This role would suit an organised, creative and industrious software developer who:

- has proven understanding and experience of the support and maintenance of software and data processing applications within a production environment;
- has experience of effectively developing and maintaining SaaS/PaaS products and services;
- has knowledge and experience of agile product development approaches, (as well as knowledge/experience of working with waterfall approaches);

- has working knowledge of DevOps principles and practices, ideally including some hands-on experience;
- wants to develop their career in a product-centric path;
- is ready to step up to the challenge of being a technical mentor and thought leader within a newly established, growing team of technically inexperienced but smart, passionate colleagues who each possess deep domain and user knowledge.

Key Result Areas

Technical Development

- New products:
 - Providing technical advice in relation to solutions for new products and integrations of external products into the TAA platform;
 - Liaising with internal and external development team members during the design, development and testing of new products and integrations;
 - As appropriate, designing and taking a key role in the development of new products and integrations;
- Existing products:
 - Designing and playing a key role in the development of planned improvements to existing products;
 - Delivering technical product support through effective analysis of detected defects;
 - Delivering timely, robust defect resolutions through code-test-release cycles;
 - Providing technical advice in relation to solutions for technical debt and other potential improvements;
- Ensuring industry best practice is applied in relation to:
 - Systems, applications and data security;
 - Data storage and management;
 - Configuration and management of production, staging and other environments;
 - Coding standards and documentation;
 - Technical support & release management;
 - Technical support procedures and documentation.

Management of Team

- Providing coaching and mentoring as appropriate to colleagues.
- Liaising closely with the Scrum Master within agile processes such as estimating, prioritising, sprint planning/reviews/retrospectives and backlog grooming;
- Supporting the Scrum Master and other colleagues to optimise efficiency and collaboration within the agile support and development processes;
- Supporting product testing, including usability.

Stakeholder Relations

- Liaising with employees and stakeholders (including users) to ensure technical solution designs and features meet user needs;
- Liaising with employees and stakeholders (including users) to clarify and fully understand defects and enhancement requests;
- Working with other TAA staff to increase the effectiveness of the application of Scrum in the organisation.

Other

- Keep abreast of trends and changes in the sector through continuing professional and personal development.
- To ensure all work undertaken is compliant with GDPR and other relevant legislation
- To model best practice in diversity and inclusion.
- To be aware of The Audience Agency's values and to conduct business in their spirit.

Person Specification

Experience and Knowledge

Knowledge and experience of some of the following technologies:

- Python and Flask/SQLAlchemy or Django
- SQL & RDBMS, ideally PostgreSQL
- Data warehousing, including ETL (Extract, Transform, Load) functions
- Git
- Cloud computing, especially AWS and Azure
- Performance profiling
- Continuous Integration and Continuous Deployment

Demonstrable experience of technical roles in a technology organisation or technology department, covering some or all of software design, development, support and operations;

Demonstrable understanding of the full software development lifecycle, including release management and application support, and ideally production environment management;

Understanding of, or empathy with, the arts, culture and heritage sector

Skills and Attributes

Database design and administration;

Server environment configuration and management;

Agile product development approaches

Ability to undertake data & technological analyses, make decisions and solve problems

Excellent communication skills, including with non-technical staff and teams

Strong organizational ability

Ability and willingness to coach and mentor others

Additional Job Details

Location

At the moment, all staff are working remotely. Next year, the post may be undertaken between our London office and/or working remotely as circumstances and needs dictate. The Solutions Developer may on occasions be required to co-locate with product development team members (usually elsewhere in London). Occasional travel to other parts of the UK may also be required.

Hours

Working hours for this role are 35 per week (5 days per week, 7 hours a day), which can be worked flexibly, in agreement. We will also consider applications for the role on a part-time basis. Core office hours are between 10 am - 6 pm daily. The Audience Agency will try to be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these hours do not affect work effectiveness.

Holiday

The leave entitlement is 25 days per annum. Public/Bank holidays are in addition to this personal leave entitlement.

Pension

The Audience Agency has a workplace pension scheme in line with current legislation. You will be provided with details of this scheme directly by the pension provider. Automatic enrolment into this scheme commences after three months in employment. Employees may opt out of this scheme if desired.

TO APPLY

Please provide a CV together with a covering statement (of no more than 2 pages in length) detailing your skills and experience as evidence of how you match the “Person Specification”.

These should be emailed to leo.sharrock@theaudienceagency.org

We also ask you to complete a diversity monitoring form with your application, which you can [find here](#).

You may also contact **Leo Sharrock, Product Director** if you wish to discuss the role, at the same email address, or by calling **+44 (0)20 3780 7260**.