Name:	[first name] [surname]
Reports to:	**Applications Manager**
Read and Understood All Pages:	**Signed**………………………………
	Date ……../……../……..
Mercer Job Evaluation: Level :	

Our Vision

Our vision is to be regarded as the best specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

Our Values

Accountable: Doing what we say we will do
Customer Centric: Putting our customers at the centre of what we do
Ethical: Doing the right thing
Collaborative: Working together to leverage our diversity
People Matter: Respecting, recognising and developing people

Role summary

The Web Developer is responsible for the development, maintenance and providing technical support for Ansvar Insurance's web applications, interfaces, and supporting technologies. These include both internal and external facing applications.

Key responsibilities

The key responsibilities of the Web Developer are to:
1. Manage consistent delivery of the web technologies and applications
2. Develop and implement application improvements and updates
3. Deliver professional and efficient customer service to internal colleagues
4. Provide technical consultative support and contribute to developing a workplace learning environment
5. Support testing activities

Key responsibilities (in detail)

1. **Manage and maintain consistent quality service delivery of the web technologies and applications**

   - Ensure the continual and effective operation of our web technologies and applications, ensuring they are robust and user-friendly
   - Develop these systems by applying standards based technologies
   - Manage integration of internal and external systems
   - Support reporting needs and data integration and interfaces
   - Maintenance of systems within the agreed development Methodology and Change Management Framework
   - Maintain and update sanctioning and security for these areas as appropriate

2. **Develop and implement improvements and updates**

   - Proactively recommending improvements to existing platforms, mechanisms, tools, processes or procedures
   - Maintain an effective change control system that satisfies ITIL standards and audit requirements
   - Provide expert input to all updates and changes including application architecture, design input, site layout/user interface, database design/programming
   - Identify the optimal system solution to deliver business objectives and define for inclusion in project briefs
   - Troubleshooting and testing of existing platforms, document identified issues and take action to rectify

3. **Deliver professional and efficient customer service to internal colleagues**

   - Manage all web and system related matters and issues, providing considered guidance and advice when appropriate and escalating to Applications Manager as and when appropriate

- Build and maintain effective relationships with internal colleagues at all levels
- Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times
- Resolve issues and complaints in a manner that is consistent and appropriate with Company policy

4. **Provide technical consultative support and contribute to developing a workplace learning environment**

- Assist, or advise on Company projects that involve modifications to, or the development of web technologies
- Support our business objectives through the provision of training internal colleagues on matters pertaining to web technologies
- Maintaining an understanding of current web technologies and programming practices in order to provide current best practice advice and recommendations
- Maintain awareness of new technologies and practices to contribute to and support the technological enablement of Ansvar web solutions
- Actively participating in the requirements of gathering and the production of functional and technical support documentation
- Keep up to date with Company products, systems and procedures, as well as all relevant legislation
- Attend appropriate workshops, events and activities, as well as reading professional publications and material on relevant subjects, and sharing knowledge with team members
- Contribute to the review and development of systems, policies, practices and procedures
- Meet regularly with the Applications Manager to determine priorities and deadlines, and provide progress updates on deliverables.
- Provide support and guidance to internal colleagues on systems and processes as and when required
- Assist the Applications Manager on special projects including providing input on identifying key deliverables, resource requirements and timelines
- Promote the importance of embracing Ansvar's values in delivering outstanding customer service our distribution partners and customers

You will also be required to assist the Applications Manager with any other duties as required from time to time

Behavioural expectations and competencies
- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Determination to be "The Best" both individually and as part of the Company
- Embraces and consistently displays Ansvar's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills plus the ability to receive and provide constructive feedback
- Sets and maintains high standards of performance, both personally and for the Company
- Excellent people skills and ability to build and maintain good relationships with colleagues, business partners and customers
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Excellent team player, assisting by sharing knowledge and skills across the Company
- Facilitates a work place learning environment and culture that fosters continuous improvement
- Self-motivated with the ability to work autonomously, use initiative and be proactive
- Strong analytical, problem solving and quantitative analysis skills
- Decisiveness on critical business issues and sound decision making

Technical competencies and experience
- A modern and progressive approach to business practices
- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, PowerPoint and Outlook programs
- Proven track record of meeting KPIs/business goals and targets
- Excellent report writing skills
- High level of accuracy and attention to detail
- Excellent analytical and abstract reasoning skills, possessing strong numerical reasoning
- Extensive knowledge of web technology applications and development products
- Strong programming/development experience

- Highly skilled in use of internet development tools and internet programming/scripting languages, including but not limited to:
    ASP .NET C# HTML CSS JavaScript JQuery (or similar) AJAX SQL SSIS
- Experience with TFS (Admin exp), SharePoint, VBA, and workflow solutions
- Extensive Reporting and/or Data Lake experience, QlikView experience ideal.
- Tertiary qualification in IT related discipline
- At least 5 years' experience working as a Web Developer, preferably within the finance or insurance industries

Remuneration

Appropriate remuneration will apply.