christians
against
poverty

CAP

Job Profile

Systems Developer

always hope.

Job Profile
Systems Developer

Christians Against Poverty is a dynamic and growing charity with a clear vision, award-winning culture and passionate workforce. CAP's vision is to see every UK church passionately serving and including the poorest whilst confidently proclaiming Jesus. We exist to equip the local Church to serve the poor and reach the lost in their community. Our highly effective collection of services enables us to break through the crippling spiral of poverty, isolation and stress evident across the UK. In its place, we deliver hope, peace and freedom through our excellent and compassionate service.

We offer debt advice through our network of Debt Centres, assistance finding employment through Job Clubs, and valuable tools for living through Life Skills. By offering these services in partnership with the Church, we also see over 1,000 people a year come to know Jesus and find belonging in the church family.

We strongly seek to integrate our core values into who we are and how we work. To join CAP is to commit to growing with us into being more Christ-centred, generous, passionate, united, compassionate, fun, excellent and courageous.

This year in particular is a chance to join CAP at the start of a significant new chapter. As we turn 25 years old we are undertaking a programme to digitally transform our debt service. We aim to improve our offering to church partners, increase client empowerment and the scalability of our service. The need in the UK for debt counselling is already great, and growing further. This means re-imagining our service design, our processes and the IT systems that support our debt work. We anticipate a significant amount of redevelopment work, with the potential for introducing new technologies, and we'd love you to join us in this new direction.

Working in CAP's Systems Development team is exciting! We are passionate about using our technical skills to provide excellent solutions with generous support. Remote workers enjoy monthly expenses paid trips to head office, and all team meetings are online and designed to make remote workers feel fully able to contribute and collaborate.

If you are in Head Office, our recently renovated staff breakout space provides a great place to relax and get to know other staff over lunch or during breaks.

The Systems Development team is divided into product teams that between them manage a dozen bespoke internal web-applications used by 300+ head office staff members and 1000s of frontline workers and volunteers that make up our vibrant network of over 600 church-based centres. We also support and equip our expanding services in Australia, New Zealand, Canada and America.

We adopt an agile, collaborative approach to systems development, aiming for daily deployment of high quality, secure, maintainable code that is tested, well documented and in line with the latest standards and best practices. We achieve this with a mix of solo, pair and mob programming, daily standups and fortnightly sprints with retrospectives to maximise opportunities for challenge, collaboration, continuous improvement and celebration of our successes.

CAP will invest in your development through technical training: team-led, self-led and online, plus a monthly hack day and annual trips to hackathon and industry events. Opportunities to develop and demonstrate your potential in technical leadership (see career development chart) will be available such as delivering training to your peers, helping onboard new staff, pairing with our junior and trainee developers and contributing to technical design discussions and retrospective sessions.
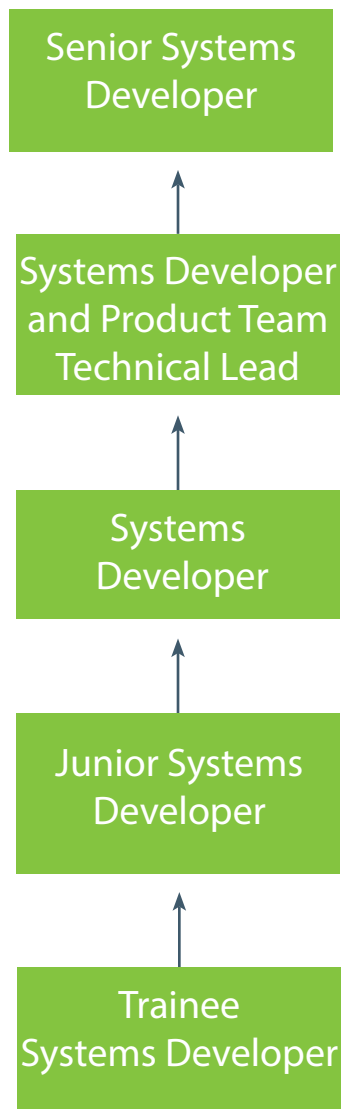
Opportunities to grow outside of technology are provided through fun 'Revive Days' and staff conferences for spiritual and professional input - remote workers get to attend in person, expenses paid. There are also daily slots set aside for spiritual reflection, worship and prayer.

Career development

Senior Systems
Developer

↑

Systems Developer
and Product Team
Technical Lead

↑

Systems
Developer

↑

Junior Systems
Developer

↑

Trainee
Systems Developer

Context

Technology plays a crucial role in enabling CAP's critical, poverty-busting work here in the UK and in our international operations. We are trusted to develop solutions to CAP's changing needs and to support staff and our partner churches to seize opportunities offered by the rapidly evolving technological landscape.

Purpose

The role of the systems developer is to develop and maintain bespoke internal web applications to support the work of CAP's head office and frontline teams. This involves working in a fast paced development team on systems that support our debt counselling work, our partnerships with churches/individuals and our other services, for example CAP Job Clubs.

Passion

We are passionate about using our technical skills to provide the CAP family with generous IT support and excellent solutions. Through this, we enable our staff and partner churches to serve our clients better and help deliver CAP's vision to see the UK church serving and including those most in need.

Personality

We are an adaptable team operating in a fast-changing environment, who love technology and helping people do their jobs. We are dedicated and hardworking, fuelled by cake, biscuits and cups of tea.

Role

Accountabilities:

- To frequently spend time learning and following developments in technology and best practice, to improve yourself and the quality of the team's output.
- To take ownership of appropriate-sized solutions, from requirements to deployment, working closely with stakeholders to clarify and document problems and solutions and seeking technical feedback through design documentation.
- To develop high quality, secure, maintainable code that is tested, well documented and in line with the latest standards, best practices and agreed quality metrics.
- To triage, document and resolve issues and bugs as they are identified.
- To provide best-effort estimates of time and effort required to complete your ongoing work tasks, and a measure of your confidence in those estimates.
- To work to team goals, to elevate team achievements and seek team improvements through leading training, participating in team retrospectives and code reviews and providing constructive feedback.
- To act as a technical lead during incident response when appropriate and participate honestly in blameless postmortems.
- To escalate any technical issues, concerns or development delays.

Measurable outputs:

You will be assessed on your contribution to the following team and individual goals:

- Work completed to scope in agreed timescales (+/- confidence levels).
- Frequent code deployments (average of 1 per day) across the systems your team are responsible for.
- Acceptable customer satisfaction results for the systems your team are responsible for.
- <4 hour recovery from all major incidents on systems your team are responsible for.
- Take a minimum of 9 self-led training sessions per year.
- Contribute to at least 3 team-training sessions per year.

Other responsibilities include:

- Being willing to pray with staff and be fully engaged with our Christ-centred culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person

Education:

- Degree level or equivalent vocational training

Education:

Essential
- Experience of software development concepts and practices.
- Experience of having to work using your own initiative.
- Good knowledge of email, browser/web and database technologies.
- Experience of using and applying software development concepts and practices.
- Experience working to a deadline.

Desirable
- Experience with various operating systems (Windows, Mac, Linux) as well as an excellent knowledge of email, browser/web and database technologies.
- Experience of working in a development team, as well as working alone.
- Charity sector experience.

Skills / abilities:

- Excellent skills in PHP (or another object oriented language), MySQL, HTML, Javascript/jQuery, CSS.
- A logical and technical thinker.
- Excellent communication at all levels including the ability to clearly communicate technical information.
- Ability to work in a proactive manner.
- Ability to work well under pressure.
- Ability to develop good working relationships with other teams and managers.
- Excellent evaluation, analytical and problem solving skills.
- Able to hold a good balance between detail and the big picture, with a great level of organisational awareness.
- Ability to work well as part of a team.

Christian commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and core values.

- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes a responsibility to ensure a safe environment in which CAP services can be delivered; to identify children and adults where there may be safeguarding concerns; to follow the CAP Safeguarding Policy in addressing any concerns appropriately.