Job opportunities

Position details

Position: **Systems Developer - CRM**

Hours: **37 per week**

Salary: **£38,626 to £41,511 (Grade 6)**

Location: **Honiton/Exeter & Remote (Hybrid)**

Vacancy type: **Fixed term (12 months)**

Closing date: **7 August 2025**

How to apply

Please send your CV and covering letter to Jayne.Coppin@Strata.Solutions

For full details of the role please see the job advert and job description included in this job pack.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 517553

Email: hr@eastdevon.gov.uk

Systems Developer - CRM
Fixed Term Role (12 Months)
Honiton/ Exeter/ Remote (Hybrid)

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies. As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.

An exciting opportunity has arisen for a Systems Developer to join our team on a Fixed Term Contract for 12 months.

As post holder your overall purpose is work with our stakeholders to develop the corporate CRM system (Granicus GovService), building end to end online processes to deliver desired business outcomes. You will also be required to develop integrations, following defined development standards to reduce or eliminate manual rekeying of information. Where required you will work closely with our customers and their digital teams to understand their requirements and translate these into workable solutions.

The Role

- The Systems Developer – CRM is responsible for developing online forms and workflows using a low code, development environment to deliver end to end processes for our stakeholders. This in turn will offer a better customer experience and improved efficiency. You will also work with SQL Server databases and the Microsoft Azure API management portal to develop integrations between the CRM and Line of business systems.
- You will also work with SQL Server databases and the Microsoft Azure API Management (APIM) portal to develop integrations between the CRM and Line of business systems.
- Work closely with Stakeholders to understand their requirements and produce design documents, which you'll then deliver.

Your Experience

You will demonstrate proven experience within:
- Developing online forms and business workflow
- Using a low Code development Environment
- Using MS Visual Studio and C# to develop Restful APIs
- Using Microsoft Visual Studio to develop and update databases
- Formal Project management framework such as Prince2 or Agile

The Essentials
You will have a proven track record in:
- Developing online forms and integrations
- Working with stakeholders to deliver desired business benefits

What's in it for you?
We offer a competitive package which includes:
- Salary – from £38,626 to £41,511
- Significant employer contribution to the Local Government Pension Scheme.
- 37 hour working week – hybrid working.
- 29 days holiday (per annum)

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to Jayne.Coppin@Strata.Solutions. Closing date Thursday 7th August 2025.

No Agencies

JOB DESCRIPTION

POST TITLE:	Systems Developer - CRM
REPORTS TO:	Principal Systems Developer
RESPONSIBLE FOR:	No Direct Reports
GRADE & SALARY	Grade 6

OVERALL PURPOSE OF ROLE:

As post holder your overall purpose is work with our stakeholders to develop the corporate CRM system (Granicus GovService), building end to end online processes to deliver desired business outcomes. You will also be required to develop integrations, following defined development standards to reduce or eliminate manual rekeying of information.

Where required you will work closely with our customers and their digital teams to understand their requirements and translate these into workable solutions.

CORE RESPONSIBILITIES

1. **Develop Online Processes:** The *Systems Developer – CRM* is responsible for developing online forms and workflows using a low code, development environment to deliver end to end processes for our stakeholders. This in turn will offer a better customer experience and improved efficiency. You will also work with SQL Server databases and the Microsoft Azure API management portal to develop integrations between the CRM and Line of business systems.

2. **Technical Support.** When required work with Strata colleagues, suppliers and council staff to assist in incident and problem resolution

3. **System Integration.** Using approved methods and appropriate technologies, design, development and manage integrations between systems

4. **Manage System Upgrades.** In line with supplier roadmaps and Strata policy, undertake necessary system upgrades, during appropriate support windows.

5. **Continual Professional Development.** Ensure your technical skills are current with the latest developments in IT relevant to the post.

6. **Follow processes.** Ensure all Strata processes are adhered to including but not limited to, Change Control, CMDB management, coding standards, system development, work allocation and health and Safety.

7. **Meeting attendance.** Attend and participate in meetings as required.

8. All other duties commensurate with the post and grade.

OUR VALUES form the behaviors that we expect from all of our team, these help us to assess your performance in the role.

VALUE	DESCRIPTION	ESSENTIAL (E) DESIRABLE (D)
SELF DEVELOPMENT	Wanting to improve ourselves, and looking for different ways to learn	E
TEAM	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	E
RESULTS	Demonstrates drive and passion to achieve objectives	E
ACCOUNTABILITY	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	E
TRUST	Able to build lasting relationships which demonstrate reliability, integrity and consistency	E
ADAPTABILITY	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	E

SIGNATORY   **PRINT NAME**   **DATE**

Job holder --------------------   ----------------------   -----------

Line Manager------------------   ----------------------   -----------

This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role

PERSON SPECIFICATION we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ Good general school background ▪ Technical degree ▪ ITIL ▪ Prince 2	E D D D	

Knowledge	▪ Overall understanding how modern development technologies and third party IT systems can be integrated to deliver a world-class business systems infrastructure
	▪ Good understanding of software development tools, databases, software development techniques and processes.
	▪ Working knowledge of the full life cycle of a system.
	▪ Broad understanding of IT infrastructure in respect of business software delivery.
	▪ More detailed technical knowledge in several of the areas identified:
	   o API, Web Services and other integration methodologies
	   o Microsoft Programming Tools – particularly Visual Studio
	   o Programming Languages including C#, ASP.Net
	   o Project process
	   o Development life cycle
	   o Release and QA processes
	   o Coding standards and methods
	   o SQL
	   o HTML and related tools
	   o Process analysis
	   o GIS standards
		E
		
		E
		
		E
		
		E
		
		E	

Skills and Abilities	▪ Able to clearly plan and prioritise tasks and coordinate own workloads in a mixed environment of project and customer support.	E E	

	▪ Able to develop software systems using a range of tools and languages	E	
	▪ Excellent trouble shooting and fault-finding skills under pressure.	E	
	▪ Able to build productive and collaborative relationships with key customers and colleagues	E	
	▪ Able to analyse problems to root cause and develop improvement strategies and actions.	E	
	▪ Communicates honestly, openly and clearly	E	
	▪ Focuses on the system of work and pays attention to measures and deadlines	E	
Successful experience in	▪ Developing software interfaces	E	
	▪ Delivering software applications	E	
	▪ Managing a portfolio of 3rd party business systems	E	
	▪ Managing and being part of medium sized IT projects	E	
Special requirements	▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act).	E	Driving Licence Check
	▪ Right to Work in the UK	E	Documented proof
	▪ Check of qualifications essential to the job	E	Original documents to be provided.
	▪ References	E	Satisfactory review of references
	▪ Basic Disclosure Certificate	E	Criminal Record Check

RISK ASSESSMENT PROFILE
[RAP forms part of the Job Description please ensure a copy is always attached]

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]

❖ Any post identified in levels 2-5 will require a hand arm vibration screening test