



The Commonwealth

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Assistant Programmes Officer (Software Development)
Division:	Strategy, Portfolio, & Partnerships Division (SPPD)
Grade:	Y (Young Professionals Programme)

Reports to: Head of ICT

Location: London, UK

General Information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 53 member governments in advancing democracy, development and respect for diversity.

The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

It has an annual budget of approximately £50 million and currently a staff of approximately 300.

Young People in the Commonwealth

Young people (under 30) constitute more than 60% of the population of the Commonwealth, and the wellbeing and development of this 1.2 billion youth cohort are essential to the success of the Commonwealth and its 53 member states.

The Commonwealth sees young people as assets to their societies, with a proven capability to contribute to and lead change. It is vital to ensure they are developed and empowered to realise their individual potential, and to contribute to their countries' development and the success of the Commonwealth.

Accordingly, under its Young Professional Programme, the Commonwealth reserves a number of junior technical positions for young people.

Information and Communications Technology Section

The Information and Communications Technology (ICT) Section serves as a focal point to establish relevant standards of technology support the Secretariat's business environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section is responsible for the development and maintenance of various databases and software applications, the building of dashboards; data analytics and visualisation.

Job Summary

The Assistant Programmes Officer (Software Development) is responsible for writing Software Code and APIs; undertaking data analytics; producing visualisations; and general data management duties that are needed to support ongoing projects and activities within the Secretariat.

The Assistant Programmes Officer (Software Development) role is for a two-year term, as part of a Commonwealth Young Professionals Programme (YPP). Therefore, as well as the role described above, the Assistant IT Services Officer will also participate in YPP professional development opportunities and experiences. He/she will also contribute to developing and strengthening the YPP.

Key Responsibilities

- Code and test applications for in-house software programs.
- Debug code for existing applications based on immediate need.
- Conduct end-user training upon completion of software.
- Work with other IT staff to deliver solutions in response to operational requests.
- Implement systems in in-house production environment.
- Report issues and concerns immediately to supervisor.
- Troubleshoot system bugs and issues.
- Develop API platforms and micro-services.
- Document applications.
- Conduct training for end users on applications.
- Design robust databases for applications.
- Undertake database-tuning tasks.
- Embed security mechanisms in developed applications.
- Contribute to identifying processes for automation.
- Provide occasional out-of-hours support.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform any other duties that may be required from time to time.

Person Specification

This role forms part of the Young Professionals Programme (YPP), so to be considered candidates must be no older than 27 years old as at the close of applications.

Education

- A strong bachelor degree or equivalent in IT/Computing. Degrees in related fields such as Mathematics or Engineering may be considered.
- Relevant Database certifications highly desirable.

Experience:

Essential

- At least one year of demonstrated work experience in the development and deployment of web and mobile applications. The work experience may be gained through a combination of paid employment, volunteer, placement, apprenticeship or internship positions.
- Demonstrable skills in database design and Analytics.
- Demonstrable skills in programming with R and Python.

Desirable

- It is highly desirable that candidates will be able to demonstrate experience in a number of the following areas:
 - Content Management Systems; and User Experience Design skills.
 - Working in a developing country and/or in a highly multicultural context.
 - Working in/with Government, intergovernmental or international NGO

Skills

- High personal standards of excellence.
- A passion of technology and for imparting technology skills to different audiences.
- Demonstrated commitment to Commonwealth values.
- Excellent:
 - Verbal and written communication skills in English
 - Interpersonal skills.
 - Creative thinking and solution building abilities.
 - Strategic thinking and operational planning capabilities.
 - Analysis and synthesis skills
 - Administrative and organisational abilities, including an eye for detail.
- Numerically literate.
- Technologically savvy.
- Ability to work autonomously and in teams, and in a multi-cultural work environment.
- Demonstrated drive and initiative, a self-starter with a can-do attitude.



Competencies:

Working with Others
Regularly shares information of value with colleagues Shows commitment to delivering on key agreements made to colleagues Makes an effort to view a situation from the other party's perspective as well Demonstrates awareness and sensitivity to colleagues' pressures Develops a wide network, including senior level contacts to facilitate activities and further own knowledge Develops long term relationships across cultures and/or geographical boundaries Uses relationships to identify the best people to help in the completion of tasks Tactfully deals with difficult people to gain buy-in and manage their expectations
Communication
Interacts and communicates effectively with internal/external contacts Ensures information is communicated to all the appropriate people Provides feedback to more senior colleagues effectively, providing justification where necessary Uses the correct method of communication, depending on the message and the audience Anticipates objections in dialogues and prepares convincing responses Writes reports and papers that are succinct accounts of key information
Developing & Applying Professional Expertise
Proactively identifies how to develop specialist knowledge Takes learning from previous experience and applies it appropriately Demonstrates willingness to learn new skills and/or approaches
Respect for Diversity
Works effectively with people from all backgrounds Treats all people with dignity and respect. Treats men and women equally Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group Identifies biases in systems & processes



Adhering to Principles and Values
Adapts professional style to suit different situations with different individuals where appropriate Takes ownership of assigned tasks, honours deadlines Ensures timely delivery of outputs within defined cost and quality standard parameters
Adapting and Innovating
Recognises opportunities for improvement and proposes change with impact and effect Drives forward improvements and innovations within own area of responsibility, adding value where appropriate Quickly grasps new concepts and how to apply them Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective Will effectively reorganise activities when faced with changing contexts and demands Promotes new ideas that are picked up by senior colleagues Adapts personal style to meet the needs of others

June 2019