

Position Description

Senior .NET Developer



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

This position is part of our Development Practice within the Bank. Our development team, together with the wider Technology team, drives and empowers the Bank to meet our strategic goals by delivering continuous and rapid iterations of our systems and applications. This will in turn lead to greater customer satisfaction and uptake of the Bank's products and services.

Purpose of this position

This role has five main purposes which are focused on developing high quality solutions that allow us to provide excellent experiences to our staff and customers. These solutions must be reliable and maintainable while supporting an appealing, consistent, and fast experience.

Analysis and Design – Working with our business users, analysis teams and other developers to refine their ideas and requirements into solutions. Using your creativity and passion to challenge and champion new and innovative ideas.

Software Development – Building and refining our online applications – implementing APIs that support a great user experience and robust backend platforms with rock solid code quality. This will require working across a range of technologies – cloud, database, APIs, CI/CD etc.

Test and Handover - Relentlessly pursuing quality standards – owning the solution and working with our test and operations teams to ensure we deliver great results.

Problem Solving – Things invariably take a turn for the unexpected. Using your analytical skills to uncover and resolve issues when they occur.

Encourage and Support Modernisation – Our business faces exciting challenges to continue to deliver great results. Modernisation of our complex systems is key to overcoming these challenges, and this role will support this by balancing the delivery of features in current systems with re-implementation of features in modern platforms and supporting evergreen initiatives

Position reports to: .NET Technical Lead

Challenges and opportunities of this role

- Core Banking Simplification - We are invested in simplifying our core systems by transitioning features to modern platforms.
- Creating Great Customer Experiences - Our online presence is constantly evolving. Delivering beautiful and frictionless experiences to our customers and staff in every delivery. The underlying platforms that support the user experiences must be flexible and reliable.
- Innovation - Constantly challenging the status quo and bring fresh ideas into delivery to generate new ways of delivering services for the customer

How you will contribute:

What you'll do	Success will mean
Analysis and Design	
<p>Interpreting and understanding detailed requirements or agile stories and designing the required software applications.</p> <p>Viewing requirements holistically, consider all interfacing systems and the numerous access channels for delivery used by the core banking environments.</p>	<ul style="list-style-type: none"> • The delivery of robust and relevant applications that meet Business User requirements to agreed timelines. • Reading and understanding code & patterns developed in legacy programming languages and tools, using that understanding to confirm requirements and inform architectural decisions. • Evaluating the suitability of current architecture to meet the required design. • Influencing the architecture and design of test, deployment and monitoring processes.
Software Development and Testing	
<p>Development of software solutions based on detailed requirements.</p> <p>Champion high standards of reliability and security and collaborate with your team to implement development processes that enable fast feedback, simplicity of change, and high confidence that software can be delivered efficiently and safely to production.</p>	<ul style="list-style-type: none"> • Applications that are secure, reliable, and cost effective are safely released into production. • Development of infrastructure-as-code to deliver the software to production. • Automation of tests where possible, from unit tests, integration tests and supporting wider test automation. • Non-functional testing – availability, performance, and security. • Implementation of DevOps tools and processes. • Business objectives are met in a timely and effective manner.
Monitoring and Maintenance	
<p>Ensure your software continues to be resilient and reliable in production and that bank & customer data is protected.</p>	<ul style="list-style-type: none"> • Ensuring users and customers have access 24/7 to all production systems. • Development of telemetry, dashboard, and alerting systems • Supporting the application on a range of infrastructure, operating systems, and cloud services. • Quality of code base is maintained and improved. • Code architecture is constantly reviewed and improved in keeping with current best practices. • Comprehensive and up-to-date documentation of systems is critical for operational procedures.

What you'll do	Success will mean
	<ul style="list-style-type: none"> Supporting knowledge transfer and cross-pollination across the development and wider team.
Problem Solving	
<p>Perform root cause analysis to determine the current state and remedial fix for issues (bugs) with the banking environment and customer and business data access channels.</p>	<ul style="list-style-type: none"> Ensure that complex issues are adequately diagnosed and resolved. Engage with other teams as required to prioritise and work through issues.
Collaboration Across Development Teams	
<p>Maintain an effective and collaborative working relationship across all development teams to ensure cohesive delivery to business requirements guaranteeing fit for purpose outcomes.</p>	<ul style="list-style-type: none"> Enable modernisation to be applied at the front-end of the core legacy infrastructure. Delivery of robust secure solutions across development disciplines. Maintain the banks 'simple' banking systems approach. Ease of on-going expansion of the online, real-time services for users and customers. Expansion of knowledge of other architectures and interfacing systems. Ensure that software solutions are not designed to a single delivery channel view.
Collaboration with Your Own Team	
<p>Essential to work collaboratively with other members of your team. Share knowledge and ideas with team members whilst remaining open to input from other team members.</p> <p>Contribute regularly to team knowledge sharing.</p> <p>Not be afraid to challenge and look for new ways to work.</p> <p>Share development and tool use experiences both good and bad with peers.</p>	<ul style="list-style-type: none"> Contribute to team discussions, expressing your views and understanding others. Help shape how the team works – through retrospectives and planning. Understand the team's goals and ensure focus and progress.
Currency of Skill	
<p>Undertake constant learning to become proficient in new development languages and frameworks as the bank continues its modernisation of legacy systems and</p>	<ul style="list-style-type: none"> Keep up to date with technology and industry trends and actively look for opportunities to learn new technologies and skills.

What you'll do	Success will mean
<p>broadens the channels available to users and customers to access information e.g., development and integration with REST and gRPC services.</p>	
<p>Healthy and safe work environments</p>	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Coding, testing, and debugging applications.
- Development of tooling, alerting, and dashboarding to support development and maintenance of applications.

b) Actions and decisions that are recommended to a higher level of management for approval:

- Application architecture and design approval where appropriate.
- Training requirements.

Qualifications and experience

- Role requires at least 7 years' experience developing and supporting a range of types of applications.
- Demonstratable experience with design and architectural experience within an Agile team.
- Tertiary qualification in Information Technology or qualification with relevant experience is desired.
- Banking and/or Insurance experience in a technical role which required exposure across the business would be an advantage.

Skills and attributes

Technical Skills

- In-depth knowledge and/or experience with:
 - C# and .NET (or similar).
 - Unit, integration, and performance testing.
 - DevOps tools and processes – e.g. CI/CD, infrastructure as code, performance testing, log analysis.
 - SQL.
 - Working in a cross-functional, collaborative environment.
- Useful Experience:
 - AWS.
 - Highly available systems.
 - Performance and Security.
 - Financial / banking experience.
- Coaching or mentoring other developers in technical skills.

Personality Attributes

- Ability to architect, design and develop effective solutions using good analytical and problem-solving techniques.
- Ability to create excellent user experiences through seeking advice from designers and business stakeholders.
- Support the adoption of DevOps through promotion of better tools, processes, and architectural improvements.
- Capable of creating end-to-end solutions using existing frameworks and patterns.
- Capable of making architectural and design decisions independently, creating proposals and seeking approval where necessary.
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Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.