



Client Services Job Specification: Full Stack / Web Developer

HTK document

A job specification for the HTK Client Services Web Developer role.

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Author: G Hanson

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About HTK

Since 1996, HTK has been helping businesses use their customer data to deliver personalized experiences that grow sales and retention.

Our cloud-based Horizon platform helps marketers turn their customers into repeat spenders and loyal advocates, through insight and meaningful engagement. Horizon is used by global businesses across a range of sectors, to power their CRM / engagement strategies and customer loyalty programs.

Based in Ipswich, UK, our team of marketers and software developers are working hard to help our clients become leaders in customer experience. To support our customers in implementing their loyalty programs, we're seeking a Full Stack Web Developer to join our Client Services team.

About the role

Overview

The Web Developer will primarily be responsible for the development of interactive, mobile-responsive "loyalty portals" for large B2B businesses and well-known B2C brands. You'll be building custom themes in Wordpress using HTML, CSS, PHP, MySQL and the Horizon product APIs. You'll also help our customers to integrate their existing websites with Horizon, giving consultancy on the use of our APIs.

We work with clients ranging from small/mid-sized businesses to large national and international brands, both directly and through a network of global partnerships. You'll be working directly with end-clients, and with campaign managers and client services teams in our partner agencies. You will be a key member of the team, attending stand-ups and engaging directly with customers and our own product development team.

Not only will you be (or become) an expert in full stack web development, you'll develop a good understanding of customer loyalty and marketing strategy, multi-channel campaign management and user behaviour analytics. There's plenty to keep you occupied, and no two days will be the same. You'll also have plenty of time to work on your own ideas, bringing new capabilities to life and experimenting with the latest mobile design and development techniques.

You'll also be working in one of the most beautiful parts of the county, right in the heart of the Ipswich Waterfront and overlooking the marina.

Key activities

- Effective and efficient “hands-on” delivery of web and full stack development projects.
- Working closely with our Client Services, Product Management and QA teams, with a focus on continuous improvement in our product and delivery processes.
- Face-to-face and phone communication with our customers and partners, plus regular progress updates with our Client Services and Account Management teams.
- Keeping up to date on the latest technical developments, UI techniques and industry trends.
- Assistance with bid writing; providing input on concept feasibility, resource estimates and timescales.

Skills required

- Expertise in HTML, CSS (including Bootstrap) and Object Oriented PHP – (essential)
- Good understanding of JavaScript and jQuery – (essential)
- Good understanding and hands-on experience with MySQL – (essential)
- Experience in ES6 style JavaScript - (preferred)
- Experience in JavaScript frameworks such as Vue.js and React - (preferred)
- Experience of developing new themes in WordPress – (preferred)
- Experience using JSON with a Rest API - (preferred)
- Experience with SVN version control - (preferred)
- Knowledge of web application security best practice - (preferred)
- Strong written communication skills, and experience working in a collaborative team environment (using Email, MS PowerPoint, Google Documents, Slack and other similar tools) - (preferred).
- Experience in the production of high-quality project documentation (functional specifications, technical designs etc) - (preferred).

Preferred experience

- Experience in a client-facing agency web development role, working to tight deadlines.

Competencies & traits

- **Fast learner** – This is a ‘hands-on’ role. You’ll be taught lots of different things in a short space of time. You’ll be a good listener, good at taking notes and good at asking the right questions.
- **Ambitious & reflective** – You want to learn and grow. You have the ability to take constructive feedback and apply it positively in a self-motivated way. You pay attention to details and think

about the implications of what you're doing.

- **Communicative & confident** – You can liaise with different teams and are not afraid to voice your own opinion. You have the confidence and ability to work autonomously.
- **Process-driven** – You'll maintain a mindset of continuous improvement and process efficiency, and strive for total customer satisfaction.
- **Organised & focused** – You never approach a project without prioritising tasks, which helps you to easily handle multiple deadlines simultaneously.
- **Tech-savvy** – You should be enthusiastic about technology, with a passion for innovation, to help maintain HTK's reputation as a world-class product organisation.
- **A "people-person"** – You have good empathy and communication skills. You're able to find solutions between stakeholders, by bridging the gap between business requirements and product capabilities.

Other requirements

- The role may require some periods of travel outside the UK, so a full UK passport is essential.

Our package

In return you'll receive:

- A competitive salary.
- 25+ days holiday per annum.
- Flexible working hours, between 8 am and 6 pm.
- A contributory pension scheme.
- Regular social events.