Position Description
Full Stack 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.

Create mutual benefit — With customers as our shareholders, our shared interest drives what we do.

Be inclusive — We are confident being ourselves and inclusive of everyone we interact with.

Strive for better — We hold ourselves to high standards and deliver to them.

Act fairly — We are open, honest and do the right thing.

About the team

The Development, Testing and Security team is responsible for aligning the Solution Architecture design and development to meet the Bank's business needs, as well as leading and managing the Banks overall security standards and practices as they apply to the Technology landscape. Within this wider team, the Customer Channels team looks after our web and mobile applications. We focus on creating a seamless, enjoyable, and secure digital experience for our customers.

Purpose of this position

The Full Stack Developer works on both the front-end and back-end aspects of customer facing web applications. They provide a holistic approach to the design, build, and maintenance of applications and contribute versatility, flexibility, and end-to-end understanding to the squad.

Position reports to: Head of Development, Testing and Security.

Challenges and opportunities of this role

- **Dynamic environment**: The role involves working in a small team to ensure we are giving our customers the best possible experience. This means the team has a diverse stream of work that covers all the Bank's offerings.

- **Impactful Contribution**: With a small team, the Full Stack developer will have a significant impact on how the customer experience is implemented, directly influencing technology choices and decision making.
- **Cross-functional integration**: As well as working closely with a cross-functional development team, there is the opportunity to work with stakeholders and technology teams across the Bank to securely integrate the customer experience with a variety of Bank and third party systems.

How you will contribute:

What you'll do	Success will mean
Analysis and design	
Work with Business Analysts, Developers, and Testers to understand and clarify business requirements, seeking further guidance where necessary. Design software solutions that align with the Bank's technical architecture and non-functional requirements. Collaborate on Secure by Design documentation and incorporate the threat model and controls into the solution design. Participate in refinement ceremonies to break down work into small, deliverable slices.	• Software design is easy to understand and meets the Bank's functional and non-functional requirements • Security is considered at every level of the design • Software test plans can be designed independent of specific implementation details and testing can be performed by any member of a cross-functional squad • Software can be shipped to production on a regular cadence. • Software delivery timelines are predictable and resilient to variations in team capacity and technical capability
Software development, testing, delivery, and maintenance	
Implement solutions at every level of the development stack including React UIs, C# APIs, SQL databases, infrastructure as code, and CI/CD pipelines. Collaborate with Quality Engineers to develop automated testing at unit, integration, and end-to-end levels of the stack. Implement telemetry, logging, dashboards, and alerting that allow for quick discovery, diagnosis, and response to problems. Document architecture, implementation details, runbooks, and other appropriate information in Confluence.	• Software is secure, performant, resilient and cost effective in production • Software deployment is automated via standard pipelines and allows for staged rollout and easy rollback. • Software performance is easy to understand and problems in production are discovered quickly • Software can be easily deployed to new environments as they become available • Comprehensive and up-to-date documentation coupled with robust coding patterns and tests allows other team members to work on and extend applications with minimal handover • Migrating from legacy Ember project to React

What you'll do	Success will mean
Keep libraries and frameworks up to date and address bugs and vulnerabilities as they arise. Participate in performance and security testing of solutions. Champion quality standards in code and documentation.	

Monitoring and responding to incidents

What you'll do	Success will mean
Review dashboards and metrics for trends in performance, throughput, cost, and resource usage and work with squad to address any issues discovered. Participate in the Bank's on-call programme. Swarm on production issues, using expertise and experience to triage, debug, and mitigate problems. Identify and escalate complex issues as needed. Participate in post-incident reviews, sharing knowledge and proposing improvements.	• Applications continue to run efficiently and cost-effectively in production • Rapid and effective response to production issues, minimising downtime and ensuring availability and reliability of applications • Timely escalation and resolution of complex issues, ensuring that critical problems are addressed and have minimal impact on system performance and user experience • Thorough analysis and documentation of incidents, leading to actionable insights and improvements that can prevent further occurrences and enhance overall resilience

Cross-functional collaboration

What you'll do	Success will mean
Work closely with peers in other Technology teams to ensure the Bank's technical roadmap is fit for purpose and being followed. Take part in Bank-wide knowledge sharing and team building exercises, and other related activities. Participate in and occasionally facilitate agile ceremonies, aiming to continuously improve the squad's ways of working.	• Effective collaboration and alignment with other Technology teams • There is a culture of learning, collaboration, and strong team dynamics across the Bank. • Squad learns from experiences and data gathered about software development and regularly makes changes to improve how their software is delivered

Healthy and safe work environments

What you'll do	Success will mean
Follow all health and safety policies, standards, emergency procedures and plans.	• Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities.

What you'll do	Success will mean
Participate in health and safety activities, training and meetings as required. Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement. Cease work if an unsafe situation arises and seek assistance.	• 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 deploying applications and infrastructure
- Development and configuration of monitoring and telemetry systems
- Triaging, debugging, and mitigating production issues

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 3-5 years' experience in website and API development with a focus on user-facing applications
- Tertiary qualified/working towards a tertiary qualification in Computer Science, Software Engineering, or other relevant qualification
- Experience in financial services industry is a bonus.

Skills and attributes

Technical Skills

- JavaScript, Typescript, React.js, CSS development and tooling.
- Web development tools such as Lighthouse and familiarity with accessibility standards
- C# and .NET ecosystem (or similar, e.g. Java ecosystem)
- Secure coding practices e.g. mitigating OWASP Top 10 vulnerabilities
- SQL and database platforms e.g. MS SQL Server, PostgreSQL
- Unit, integration & end-to-end testing frameworks
- API development including familiarity with REST and gRPC
- AWS or similar cloud hosting environment
- DevOps tools and processes – e.g. CI/CD pipelines, AWS infrastructure as code, performance testing, metrics & telemetry tools

Personality Attributes

- Detail-oriented analytical thinking
- Clear and effective verbal and written communication
- Active collaboration
- Team player
- Adaptability
- Discretion

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.