JOB PROFILE

Job Title: **HTML Developer**

Department: **Branding**

Reporting to: **Branding Manager**

Location: **Swansea**

Salary: **£16,250 - £18,500**

Main Purpose of the Role

Working as part of our branding team, you will be responsible for bringing that little bit of flair to the world of HTML development. You will need to use your creativity and technical skills to build the templates and websites that Estate Agents will use to convey their brand to their customers.

Main duties will involve working with existing websites, implementing code into estate agencies websites; interpreting our customer's requirements and dealing with their web developers. The role will also include answering calls in order to diagnose template problems and decipher client amendment requests. Creating and amending customer templates based on client designs and specifications using HTML and CSS.

Key Tasks and Responsibilities

- Integrating new & existing customer websites
- Generate, integrate & support our company "Site in a box templates" branded for agents
- Communicating with customers by email and phone
- Developing & supporting our in-house web based products
- Creating and amending new & existing customer marketing material E.g. Property details
    - Quoting for this work and following the company quoting procedure.
- Advising customers & upselling on additional products and amendments
- Requirements gathering, investigation and quoting for work.
- Complex Web scripting in PHP or ASP
- Reporting complaints/issues to line manager
- Highlighting potential issues and flashpoints
- Understand latest technologies and web systems
- Evaluate current technologies and suggest functionality improvements
- Adhere to health and safety policies and quality management processes.

PERSON SPECIFICATION

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Department:	Branding

Criteria required for the role.	Essential	Desirable
Educational Qualifications	• General education to A Level standard in IT or equivalent	• General education to degree level in IT or equivalent
Experience	• Delivering first class customer service • Experience in handling incoming calls from a range of customers • Experience of working in an office environment • Experience of working in a team environment	• Knowledge of housing/property sector
Technical Skills	• HTML • CSS • Javascript	• XML • XSLT • Flash • PHP
Skills and attributes	• Customer service excellence • Effective oral and written communication skills • Professional manner • Able to proactively manage and plan own time and workload • Able to meet deadlines and targets	• Identify own training needs and bring these to the attention of their manager • Proven ability to identify and promote ways of improving customer service