



Job Application Pack

Website and CRM Developer

Deadline for Applications: (09:00) Monday, 12 February 2024

Role type: Full-time position, permanent after a three-month probation period.

Location: Humanists UK offices, London EC1. Remote options available.

Reports to: the Director of IT

Salary: will be in a range up to £42,000 pa

Other benefits: hybrid/flexible working; up to 8% employer pension contributions; 25 days annual leave plus birthday leave; enhanced parental leave; private medical insurance plus a healthcare cash plan.

Thank you for downloading this pack. At Humanists UK, our dream is of a tolerant world where rational thinking and kindness prevail. Our dedicated staff of 43 and hundreds of volunteers work hard to achieve this aim and we now have a vacancy for a **Website and CRM Developer**.

Is this the right position for you?

We are looking for a PHP developer to help us maintain and grow our systems. Your job will be to develop new features and sometimes entire systems. Your main role will be development, but you may occasionally be called into support end-users.

Also: sometimes you'll be bug hunting in existing systems, and sometimes we'll drop everything to respond to a political event. And sometimes you'll be working with the Director of IT to reimagine fundamental systems.

We need someone able to turn their hand to anything in a complex system, as well as willing to learn the right tool for the job. You don't have to be an expert, just happy to learn and try.

We also want to develop our automated testing systems and general DevOps approach - if you can help with that, all the better.

We're looking for someone who is motivated by a good cause and who springs into action with ideas and solutions. You might be working in a junior tech role and looking for a promotion, or interested in a lateral move to a charity so you can dedicate yourself to a cause you really care about.

Our ideal candidate *probably* has a few years of experience as a software engineer or website developer already, but we're much more interested in raw talent, knowledge, and enthusiasm than we are in someone with *X years of experience*.

That said, we are open to working with new graduates. This is a great first job: you'll get experience with all sorts of tools and systems, and we iterate quickly: your work will be deployed quickly and regularly. There is also a lot of flexibility to implement modern systems and leave your mark. But you'll need to demonstrate that you have experience with the technologies we're using and what we're trying to achieve.

Either way, you'll need to be someone who is self-motivated, efficient, and who takes real pride in their work. You'll show patience and understanding when discussing tickets and needs brought to the IT team by non-technical colleagues, exploring the nuts and bolts of how their areas of the organisation work, and at times directing them to reshape and redefine what they need.

If this sounds like you, complete the application form, detailing how you match the person specification on **page 7 and 8** and provide a CV. CVs on their own will not be accepted.

Completed forms and CV's should be returned electronically by email with the subject 'Website and CRM Developer' to **recruitment@humanists.uk** by **09:00 on Monday 12 February 2024**.

Shortlisting and interviews

Candidates short-listed for interview will be notified by **Friday 16 February 2024**. Interviews for shortlisted candidates will be held week commencing **19 February** at our offices at 39 Moreland Street, London EC1V 8BB. [Or online if needed.]

If you have any questions about the post, please feel free to contact the recruiting manager Andrew West by email on awest@humanists.uk - he will be very happy to talk more about the role with you.

Best wishes and good luck,

A handwritten signature in black ink, appearing to read 'Ann-Michelle Burton', written in a cursive style.

Ann-Michelle Burton
Head of People

More about Humanists UK

At Humanists UK, we want a tolerant world where rational thinking and kindness prevail. We work to support lasting change for a better society, championing ideas for the one life we have.

We do this because we're humanists: people who shape our own lives in the here and now, because we believe it's the only life we get. Our work helps people be happier and more fulfilled, and by bringing non-religious people together, we help them develop their own views and an understanding of the world around them.

We're committed to putting humanism into practice. Through our ceremonies, pastoral support, education services, and campaigning work, we advance free thinking and freedom of choice so everyone can live in a fair and equal society.

Founded in 1896, we are trusted by over 120,000 members and supporters to promote humanism. Our policies are informed with the support of over 150 of the UK's most prominent philosophers, scientists, and other thinkers and experts and we seek to advance them with the help of over 100 parliamentarians in membership of the All Party Parliamentary Humanist Group. Our trained and accredited celebrants conduct highly bespoke funerals and other non-religious ceremonies which are attended by over a million people each year.

Our IT Department work

The Humanists UK IT team support people and services across the charity.

We often query data from the CRM and make it available to users, via WordPress. We build custom Gutenberg blocks so that our staff can put together their own complex pages. We deal with data problems, bugs in the CRM, bugs in the upstream tools, etc: the endless variety of issues that arise in a complex system.

We are looking for a developer to help us maintain and grow our systems. This is mostly PHP, using CiviCRM and WordPress. There'll be javascript work too - often in Gutenberg, which is basically React. We use javascript frameworks for front end work: bespoke forms, petitions, donations, and the occasional sprinkling of magic. But we're not building complex SPAs and you don't need to be a full React/Vue developer. If you find htmx pleasing, this may be the job for you.

The IT Team consists of:

- Director of IT
- IT Officer

More about this role

The Humanists UK IT team maintain and customise the self-hosted open-source CRM that controls memberships, donations, events, and mailings. We build bespoke systems on top of this CRM, running our networks of celebrants, pastoral carers, and school speakers. We create and maintain the reporting systems that the rest of the organisation use to track their work. We also create systems to support a network of local groups, and our various special-interest sections.

Your main role will be to develop new features, maintain existing ones, and generally keep our systems elegant and comprehensible. Sometimes you'll be called in to support end-users of said systems. Also: sometimes you'll be hunting down urgent bugs, and on occasion we'll drop everything to respond to a political event. And there will be times when we need you to dream big and think imaginatively alongside the Director of IT to improve and reimagine the fundamental systems that make our charity tick.

We also want to develop our automated testing systems and general DevOps approach - if you can help with that, fantastic.

We put a high priority on being able to see things from the perspective of a less-IT-literate user. We believe this is key to developing successful systems. This comes from our axiom that an IT department should maintain a positive and friendly relationship with all staff and volunteers. So you'll need to demonstrate some experience of understanding user experience - be it from IT support, testing, or similar.

Role of the Website and CRM Developer

Key Tasks and Activities

1. To maintain and develop internal IT systems, including:
 - a. CiviCRM database:
 - i. Building and maintaining systems including but not limited to:
 1. Donations
 2. Memberships
 3. Events
 4. Mailings
 5. Service networks (eg. Ceremonies, Pastoral Support, School Speakers)
 6. Financial processes
 7. Reporting
 8. Security systems - logins, internal permissions
 9. Deployment of upgrades
 - ii. Maintenance on systems to ensure our code is modern, elegant, coherent, and comprehensible
 - iii. Understanding user experience/needs and working to ensure our People can use our systems effectively
 - iv. Analysing data and building reports when needed
 - v. Writing automated tests
 - vi. Training or assisting users when needed
 - vii. Maintaining a relationship with third party developers
 - b. Website(s):
 - i. Building and maintaining systems including but not limited to:
 1. Fundraising
 2. Memberships
 3. Events
 4. 'Handraisers' (petitions and email-your-mp tools)
 5. Service networks (eg. Ceremonies, Pastoral Support, School Speakers)
 6. User 'Dashboards'
 - ii. Managing WordPress plugins and their interactions
 - iii. Building Gutenberg blocks and associated tools
2. To write automated tests for the above systems
3. To help develop and maintain DevOps processes and systems
4. To provide effective technical support when required
5. Any other appropriate duties required by the Director of IT

This is a full-time permanent position. We are open to remote work, or hybrid working. You will certainly need to attend the office in London on occasion - as a minimum every two months, for staff meetings.

The Website and CRM Developer reports directly to the Director of IT.

Person Specification

These criteria are divided into essential and desirable. Candidates meeting all the essential criteria will be preferred for this post but we do not expect experience across all desirable criteria. An ability to meet at least some of the desirable criteria, however, will be an advantage to candidates.

All criteria will be measured by the means noted in the right column.

Essential Criteria

Measured (Application, pre-interview task, interview task and/or interview)

Insight into <i>and interest in</i> regular users: how they want to use software, and how they use software in practice. This insight can come from having worked in direct IT support, or having worked in testing - or something else. But we place a high value on being able to think from the perspective of a less IT-literate user.	Application, Interview
Strong programming skills in PHP	Application, Pre-interview task / Interview task, Interview
Strong understanding of object-oriented design patterns and concepts	Application, Pre-interview task / Interview task, Interview
Strong skills in WordPress hooks and actions	Application, Pre-interview task / Interview task, Interview
Good programming skills in Javascript	Application, Pre-interview task / Interview task, Interview
Solid understanding of HTML and git, and experience contributing on GitHub	Application, Interview
Experience with major javascript frameworks such as React, Vue, or Svelte, and knowledge of good old jQuery	Application, Interview
Experience with test frameworks such as phpunit	Application, Interview
Experience of WordPress theming	Application, Interview
Knowledge of managing and logging work via tickets, in tools such as Jira	Application, Interview
Self-motivated and confident	Application, Interview
Excellent communication skills, with the ability to work independently	Application, Interview
High attention to detail	Application, Interview

Excellent documentation skills	Application, Interview
Ability to handle high-pressure situations - sometimes important things break!	Application, Interview
Ability to manage a mixture of project work and problem-solving, managing your individual priorities and deadlines	Application, Interview

Desirable Criteria

Measured (Application, pre-interview task, interview task and/or interview)

Experience with CiviCRM	Application, Interview
Experience with using - and perhaps implementing - DevOps approaches and methodologies: continuous integration/delivery	Application, Interview
Some knowledge of complex PHP frameworks such as Symfony	Application, Interview
Experience with Apache, php-fpm, and mariadb	Application, Interview
Experience with developing blocks for Gutenberg (the Wordpress block editor) - or otherwise experience with React	Application, Interview
Experience with Docker	Application, Interview
Experience with Bootstrap	Application, Interview
Experience with GitHub Actions / Codespaces	Application, Interview
Some knowledge of the Linux server stack (Debian in particular)	Application, Interview
Some knowledge of best practices in website security	Application, Interview

Equal opportunities policy

Humanists UK is an organisation with an ethos based on Humanism, and therefore qualifies under equalities legislation as an organisation with 'an ethos based on religion or belief'.

We are a small organisation, with limited resources. Therefore, each role at Humanists UK will involve a significant amount of interaction, either with Humanists UK members, or with the general public, and in this capacity, the promotion of humanism will be expected and required of the job holder. Therefore, it is likely that 'a willingness to promote humanist beliefs and values and the aims of Humanists UK' will be an essential requirement of every role advertised.

This policy will be reviewed for each vacancy advertised, and may be subject to change, depending on the occupational requirements of each vacancy. It will remain in place until or unless the organisation has the resources to allocate roles which require no significant interaction with the general public or Humanists UK members.

Humanists UK's equalities policy is that in all aspects of employment, from vacancy advertising, selection, recruitment, training and development, and promotion, to conditions of service and reasons for termination of employment, no individual will be discriminated against on the basis of their sex, transgender status, sexual orientation, race, colour, ethnic origin, nationality, disability, marital status, caring or parental responsibilities, age, religion or belief, or any other grounds that are irrelevant to their ability to meet the requirements of a post.

Recruitment and promotion

i. Vacancy advertising

- Within financial constraints, steps will be taken to ensure that knowledge of vacancies reaches underrepresented groups.
- Where a GOR applies, this will be stated in advertisements.

ii. Selection and recruitment

- Selection criteria (job description and person specification) for any post will be reviewed to ensure that they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.
- All appointments will be strictly on merit.
- More than one person will be involved in the selection interview and recruitment process, and the most senior person will be responsible for ensuring the process complies with this policy and good practice.
- Where possible, both women and men will be involved in the shortlisting and selection processes.
- Shortlisting and selection processes will be based solely on the job description and person specification, with candidates scored against these criteria.

- Where possible, efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet any special needs.