Software Engineer - Integrations

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| **Job Level** | Level 4 | **Job Reference No:** |  |
| **Role review date:** |  |
| **Directorate** | Technology | **Function** | Platforms |
| **Service** | Application Development and Software Engineering | **Reports to:** | Application Development and Software Engineering Manager |

Scale and scope of role

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| --- | --- | --- | --- |
| **Direct reports** | None | **Indirect reports** | None |
| **Budget responsibility / accountability** | N/A | **Accountable for other resources** | N/A |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive, and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

This role is part of a team responsible for the development, maintenance, and support of a range of integrations using BizTalk and Azure Integration Services to orchestrate and manage processes across a range complex, high-risk products and services, including finance, customer relationship, and case management systems.

Key responsibilities

**Development and Operation**

* Develop integrations using agreed standards with approved methods and tooling, supporting our partner organisations doing the same where development activities are outsourced.
* Apply frameworks and patterns to support and maintain integrations, ensuring they well-managed, monitored, maintained up-to-date, secure, performant, and available to users, and are supported by operational runbooks.
* Capture and analyse user stories so that the user and business needs are well-understood, and our services have meaningful impact.
* Create and test rapid prototypes to prove the concept, using the prototypes to gain early feedback to iterate design decisions.
* Design integrations to have embedded security controls that specifically engineered as mitigation against security threats, providing privacy and security by default and design, as a core part of the solution.
* Contribute to communities of practice, ensure we share and adopt best practice across the engineering and development teams, including streamlining our delivery processes.
* Responsible for the management of source code, ensuring appropriate version and access controls are in place and the integrity can be verified.

**Problem and Incident Management**

* Manage documentation, knowledge repositories, and runbooks for service continuity, including managing the processes and testing the runbooks to ensure that service availability is maintained.
* Troubleshoot during incidents, diagnosing and prioritising issues, then proposing and implementing remedies and preventative measures to ensure that the issues are resolved appropriately as well as introducing automated controls and patterns to identify and prevent further reoccurrence.

**Configuration and Change Management**

* Ensure alignment to ITIL Service Management framework and that changes are implemented based on Requests for Change (RFC), adhering to the British Red Cross change management policy and process, obtaining a level of assurance commensurate to the potential impact of changes with appropriate contingency in the event that the changes are unsuccessful.
* Ensure that source code management processes are in place allow the rollback and restoration of services to their previous state should the change need to be reverted.

**Continual Service Improvement**

* Define and track measurable goals and their outcome throughout the lifecycle using goal-setting frameworks, such as Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs).
* Identify deficiencies and risks related to our development and delivery processes and take ownership for their resolution.
* Support the adoption of modern development standards and practices, such as automation, Continuous Integration / Continuous Delivery (CI/CD) and blameless post-mortems.

**Team Member**

* Works effectively as required within a variety of team topologies and models, including collaborating with individuals, teams, and functions from across the BRC, service providers, and third parties.
* Actively participates in all team meetings.
* Supports other team members.
* Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous, and dynamics).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

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| --- |
| England and Wales – Disclosure and Barring Service (DBS) |
| * None |
| Scotland |
| * None |
| Northern Ireland |
| * None |

Drivers Check - Required – No

Person Specification

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| --- | --- | --- | --- |
| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) | | |
| **Knowledge and Skills** | **S** | **I** | **A** |
| **Essential** |  |  |  |
| * Strong BizTalk skills with a good knowledge of BizTalk development best practices along with a good understanding of integration architecture, protocols, and standards, such as REST, SOAP, XML, and JSON. | S | I | A |
| * Strong understanding of Azure Integration Services, including Logic Apps, Azure Functions, and Azure API Management. | S | I | A |
| * Good PowerShell scripting skills and development skills in other relevant programming languages, such as C#, Java, and Python. | S | I |  |
| * Good communication and collaboration skills across both technical and non-technical stakeholders with a strong sense of ownership and natural problem-solving ability. |  | I |  |
| * Good knowledge of modern, robust, and secure service authentication schemes and Microsoft identity and access management services, including Active Directory, Azure Active Directory, and Azure AD Connect. |  | I | A |
| * Good analytical skills, collating, interpreting, and presenting quantitative and qualitative data to identify potential areas of improvement. |  | I | A |
| * Good awareness of Azure Services such as Azure Policy, Event Hubs, Service Bus, SQL Database, App Configuration, Monitor, and Azure Automation. | S | I |  |
| * Demonstrated ability to assess user needs, including track meaningful user experience metrics, and deliver continuously improvement of user experience and the performance of the software. |  | I |  |
| **Desirable** |  |  |  |
| * Knowledge of other automation and orchestration technologies and approaches, such as Robotic Process Automation (RPA). |  | I |  |
| * One or more relevant Microsoft certification or qualification. |  | I |  |
| **Experience** | **S** | **I** | **A** |
| **Essential** |  |  |  |
| * Solid experience being part of a team or individually, successfully integrating business services using BizTalk, such as Finance and HR systems. | S | I |  |
| * Working effectively alongside development teams as required within a variety of team topologies and models, including collaborating with individuals, teams, and functions from across the organisation, service providers, and third parties. |  | I |  |
| * Actively contributing to discussions about high-risk and complexity requirements and activities. | S | I |  |
| **Desirable** |  |  |  |
| * Working within an environment of continuous integration, delivery, and deployment using services such as Azure DevOps. |  | I |  |
| * Contributing to build and support a community of practice and internal user groups to collaborate, share best practice, and governance. |  | I |  |
| **Additional requirements** | | | |
| **Essential**   * Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy). |  | I |  |
| **Values in Action** | | | |
| **Dynamic** - We move forward as one team. |  |  |  |
| * Every day, we’re adapting, innovating, and learning. |  | I |  |
| * When the unexpected happens, we are calm, quick, and efficient. |  | I |  |
| * We respond smartly, using clear processes and systems. |  | I |  |
| **Compassionate** - We stand for kindness. |  |  |  |
| * People come first, no matter who or where they are. |  | I |  |
| * We have genuine, open-minded conversations. |  | I |  |
| **Inclusive** - We are open to all. |  |  |  |
| * We treat each other with dignity and respect. |  | I |  |
| * Every person’s uniqueness is valued, supported, and celebrated. |  | I |  |
| * Our individual backgrounds and experiences make our organisation stronger. |  | I |  |
| **Courageous** - We are bold. |  |  |  |
| * We show our strength by doing the right thing. |  | I |  |
| * We aren’t scared to test our creative ideas. |  | I |  |
| * As humanitarians, we go the extra mile to help people in crisis |  | I |  |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.