My Job: Automation and Digital Products Developer

I deliver high-quality, scalable digital solutions that support Turning Point's strategic priorities. Working alongside the Senior Digital Product Manager and Senior Digital Experience Manager, I will lead the development and optimisation of technical solutions across three interconnected areas: websites (key focus), digital products, and automation and process optimisation.

WHAT I AM ACCOUNTABLE FOR:

Technical Delivery
- Lead the technical development and delivery of digital solutions across websites, digital products, and automation initiatives.
- Develop automation solutions that deliver clear user and organisational value (e.g. chatbots, intelligent routing).
- Ensure technical solutions are secure, scalable, accessible, high-performing, and maintainable.
- Manage code quality, version control, release processes, and technical documentation in line with best practices.
- Support the ongoing technical lifecycle management of digital solutions, ensuring they remain effective, secure, and aligned with evolving user and business needs.

Collaboration and Product Development
- Collaborate with content, technology, and operational teams to ensure seamless and efficient digital delivery.
- Actively contribute to product discovery, technical scoping, and planning processes across websites, digital products, and automation initiatives.
- Provide technical input into product roadmaps, backlog prioritisation, and technical feasibility assessments.

Technical Leadership
- Champion modern development practices in development processes, tools, and standards within the team.
- Support the identification, evaluation, and adoption of new technologies and approaches that enhance digital delivery and automation capability.
- Contribute to defining and evolving the digital function's technical architecture and development standards.
- Share knowledge and expertise to build technical capability within the wider digital and technology teams.

Innovation, Risk, and Continuous Improvement
- Identify opportunities for technical innovation and process optimisation within digital delivery.
- Promote accessibility, inclusive design, and performance optimisation in all technical solutions.
- Ensure technical risks (including security, data privacy, and sustainability considerations) are proactively identified and managed across all digital delivery areas.
- Drive a culture of innovation and experimentation in technical delivery, encouraging test-and-learn approaches and data-driven optimisation.

HOW I OPERATE:

Values Led Leadership

- I believe that everyone has the potential to grow, learn, and make choices, by building inclusive, accessible, and user-centred digital solutions.

- I communicate authentically and confidently, collaborating openly with cross-functional teams to deliver shared outcomes.

- I embrace change, by applying modern development practices and supporting innovation in automation and digital product delivery.

- I treat colleagues and service users as individuals, by ensuring digital solutions are designed with empathy, accessibility, and inclusion in mind.

- I encourage ideas and new thinking, by contributing to technical innovation and continuous improvement across digital delivery.

- I contribute to building a strong and financially sustainable organisation, by developing scalable, maintainable solutions that deliver measurable value and efficiency.

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WHAT I DO:

- Develop and maintain technical solutions across the three delivery areas: websites, digital products, and automation and process optimisation initiatives.
- Implement and maintain enhancements to Turning Point's web estate, ensuring accessibility, performance, and SEO best practices.
- Build and optimise digital products, including self-referral tools, wellbeing apps, and service user portals.
- Design and implement automation solutions that deliver clear operational and user value.
- Collaborate with product and experience leads to ensure technical solutions align with user needs and business priorities.
- Participate in product discovery, providing technical feasibility input and helping scope solutions.
- Ensure code quality, security, and maintainability through modern development practices.
- Manage technical documentation and support handover processes for ongoing product maintenance and lifecycle management.
- Work with external partners and suppliers where required to support delivery and integration of digital solutions.
- Support the identification and adoption of new technologies, tools, and approaches that enhance digital delivery and automation capability.
- Promote best practices in accessibility, performance, and user-centred development across all platforms.
- Collaborate with colleagues across the digital function and wider organisation to share technical knowledge and build collective capability.

WHAT I NEED:

Skills\Knowledge

Essential:
- Proven experience developing and delivering technical solutions across websites, digital products, and/or automation initiatives.
- Strong understanding of modern web development (HTML, CSS, JavaScript, modern frameworks), performance optimisation, and accessibility standards.
- Experience building and integrating automation solutions using low-code/no-code platforms, RPA, and other tools (e.g. chatbots, intelligent routing, API integrations).
- Familiarity with content management systems (e.g. Kontent.AI) and website development best practices (including SEO, performance, and accessibility).
- Strong experience working in agile, cross-functional product teams.
- Ability to translate product and user experience requirements into high-quality technical solutions.
- Knowledge of secure development practices and managing data privacy considerations in digital delivery.
- Excellent problem-solving and analytical skills, with a continuous learning mindset.
- Strong communication and collaboration skills, with the ability to work effectively with product, experience, content, and operational teams.
- Willingness and ability to travel and attend in-person meetings as required.

Desirable
- Ability to develop native or hybrid apps (e.g. using React Native or similar frameworks).
- Experience with cloud platforms (e.g. Azure) and modern CI/CD pipelines.
- Experience developing solutions for health, care, or third sector services.
- Experience working with UX and service design teams to inform development.
- Knowledge of data integration and API development.
- Relevant development certifications or accreditations.

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