

Product engineer (Crisis response)

Job Level	4	Kornferry Function	
Directorate	UK Operations	Function/Service	Crisis Response and Community Resilience
Direct Reports	0	Indirect Reports	0

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. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	<p>The Product Engineer (Crisis Response) will play a critical role in configuring, enhancing and maintaining the British Red Cross's low-code incident-management platform to support Crisis and Emergency Response operations. They will act as the technical lead for the platform, managing the relationship with the supplier, overseeing technical configuration, and ensuring that integrations with other organisational systems are secure, reliable and aligned with business needs.</p> <p>They will work collaboratively across the Crisis & Emergency Response product team and the Technology Directorate, acting as the product-side technical liaison to ensure that platform development, data management and change activity are delivered in line with governance, security and operational standards.</p> <p>By combining hands-on technical capability with an understanding of user-centred product delivery, they will help ensure that staff and volunteers in crisis response have digital tools that are dependable, well-integrated and continuously improved, strengthening the effectiveness and resilience of the organisation's response services.</p>		
Budgetary responsibility/ accountability	N/A	Accountability for other resources	N/A
Key Responsibilities (max 4 headings, with a max of 6 bullets per heading)	<p>Platform Configuration and Maintenance</p> <ul style="list-style-type: none"> • Configure, enhance and maintain the low-code incident-management platform (Veoci) to meet the needs of Crisis and Emergency Response operations. • Analyse business and operational processes, data flows and structures, and digitise them effectively using the platform's configuration tools. • Manage user roles, permissions, data quality, performance and security in line with organisational policies. • Conduct testing of configured workflows and applications to ensure they meet business and user requirements before deployment. • Identify and resolve issues or defects, coordinating with the supplier and Technology Directorate to maintain stable, high-quality performance. • Produce and maintain technical documentation, runbooks and configuration records to support service continuity and knowledge sharing. <p>Integration and Technical Delivery</p> <ul style="list-style-type: none"> • Design, build and maintain integrations between Veoci and other organisational systems and data sources, ensuring security, resilience and data integrity. 		

	<ul style="list-style-type: none"> • Translate complex operational requirements into streamlined, reliable digital workflows and automations. • Collaborate with stakeholders to identify inefficiencies, bugs and enhancement opportunities, proposing safe, effective digital solutions. • Coordinate controlled testing and deployment of configuration changes and integrations through approved governance processes. • Support the publication of incident-related information through the organisation's web platform when required, ensuring alignment with data-management and communications standards. • Monitor system performance and implement improvements or fixes to optimise platform reliability and responsiveness. <p>Collaboration and Liaison</p> <ul style="list-style-type: none"> • Act as the primary technical point of contact for the Veoci supplier, coordinating technical support, updates and roadmap discussions. • Serve as the product-side technical liaison between the Crisis & Emergency Response product team and the Technology Directorate, ensuring alignment with security, governance and operational standards. • Work closely with product managers, service designers, researchers and operational colleagues to ensure digital tools support user-centred, evidence-based service delivery. • Communicate technical information clearly to a range of audiences, adapting language and approach to context. • Share knowledge and build confidence across teams in the use of digital tools for crisis response. <p>Continuous Improvement and Learning</p> <ul style="list-style-type: none"> • Identify and implement opportunities to improve the usability, reliability and integration of digital tools supporting crisis response. • Collaborate with designers and researchers to prototype and test lightweight digital solutions using approved technologies, feeding learning back into product delivery. • Apply learning from incidents, exercises and user feedback to inform future platform and process improvements. • Contribute to the gradual development of the organisation's digital-delivery maturity, encouraging a culture of curiosity and technical confidence. • Champion inclusive, accessible and secure technology practices that strengthen staff and volunteer capability. <p><i>The 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.</i></p>
Knowledge & Skills <i>*Mark Essential with a * (max 6*)</i> <i>Desirable max 3</i>	<p>Essential</p> <ul style="list-style-type: none"> • Experience configuring and maintaining low-code or no-code platforms (e.g. Veoci) and translating operational processes into dependable digital workflows.* • Strong understanding of data structures, integration patterns and API concepts (REST, JSON) with the ability to design secure, maintainable integrations between systems.* • Ability to analyse and digitise processes using platform tools to improve efficiency, reduce manual effort and ensure data integrity.* • Clear written and verbal communication skills, able to explain technical concepts and constraints to non-technical colleagues and suppliers.*

	<ul style="list-style-type: none"> • Understanding of information security, data protection and change-management principles, and experience working within governed technology environments.* • Strong analytical and problem-solving skills; able to investigate issues methodically and implement effective technical solutions.* <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of good practice for storing, curating and distributing insight across a large, complex organisation. • Understanding of how community and user insight can inform organisational strategy and governance. • Familiarity with continuous discovery, service design, product management and agile ways of working.
Experience <i>*Mark Essential with a * (max 6*)</i> <i>Desirable max 3</i>	<p>Essential</p> <ul style="list-style-type: none"> • * Two or more years' experience in a technical role such as Solutions Engineer, Application Engineer, Implementation Specialist or similar, with responsibility for platform configuration and integration. • * Experience analysing requirements, translating them into technical designs, and delivering tested, stable configurations or integrations in a live or production environment. • * Experience collaborating across multidisciplinary teams and communicating effectively with both technical and operational colleagues. • * Experience managing supplier or vendor relationships and coordinating technical support, updates or roadmap items. • * Experience applying structured testing and quality assurance processes to ensure reliability before deployment. • * Experience working within secure, governed technical environments and adhering to organisational change-control procedures. <p>Desirable</p> <ul style="list-style-type: none"> • Experience contributing to product discovery or delivery by prototyping or building lightweight digital tools using low-code platforms or the organisation's web stack. • Experience working in complex or time-critical operational environments such as emergency management, public sector or humanitarian response. • Experience supporting large-scale platform onboarding, rollout or transformation programmes.
Additional requirements	<ul style="list-style-type: none"> • Occasional travel to team meetings and design workshops in various UK locations

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult & Child Workforce
PVG- Scotland	Adult & Child
Access NI- Northern Ireland	Vulnerable Adult & Child
Driver Check	No
International Roles Only	
International Police Check	Yes/No

International Driving Licence for manual cars	Yes/No
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Role Reference		Review Date	
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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.