Platform Engineer

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| **Budget:** |  | **Function:**  | Technology |
| **Line Manager:** | Technical Lead | **Direct Reports:**  | None |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
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| **Your Role** |
| As a **Platform Engineer**, you are a key player in building and maintaining the foundational infrastructure that supports software delivery. Your focus is on creating reliable, scalable, and automated systems that empower development teams. You bridge the gap between software development and operations, ensuring seamless deployment and efficient operations.You also have a role to play in supporting the wider business and its operations: You will also be instrumental in building, maintaining, and supporting core infrastructure supporting business critical platforms and services ensuring the business is able to deliver on its organisational objectives.As a Platform Engineer, you contribute to the foundation of efficient software delivery, embrace Agile practices, and collaborate with cross-functional teams to achieve organizational goals. |
| **Your Responsibilities & Accountabilities:** |
| 1. **Culture:**
	* Work within Agile teams, participating in sprint planning, backlog grooming, and retrospectives.
	* Collaborate with product owners, engineers, and testers to align platform work with user stories.
	* Embrace Agile principles e.g., iterative development, customer feedback, and continuous improvement.
	* Embrace the Three Ways of DevOps: Flow, Feedback, and Learning.
	* Establish, promote, and enable DevOps practices throughout the technology value-stream.
	* Enable the measurement of team performance through the implementation of the **DORA 4 Key Metrics**.
	* Adopt an automation-first approach to platform design, architecture, and delivery.
2. **Flow:**
	* Develop re-usable and easy to consume infrastructure components (compute, storage, networking) using IaC tools (e.g., Terraform, Bicep, Ansible).
	* Collaborate with architects, stream-aligned teams, and organisation leaders to ensure platforms align with application and/or business requirements.
	* Build and enhance CI/CD pipelines for automated software delivery and platform deployment.
	* Shift left: Develop composable templates to integrate testing and security scanning, as well as deployment stages, into pipelines and processes.
	* Enable and promote continuous deployment practices (blue-green deployments, canary releases, feature flags, A/B testing, Dark Launching).
3. **Feedback:**
	* Provide comprehensive platform telemetry to deliver continuous feedback for stakeholders.
	* Facilitate troubleshooting and performance analysis through platform logging and tracing.
	* Collaborate with stream-aligned and support teams to manage incidents and improve reliability.
4. **Security and Compliance:**
	* Integrate information security into platform components, build pre-blessed reusable templates.
	* Ensure compliance with industry standards (e.g., GDPR, PCI-DSS, FCA) and organizational policies.
	* Instrument the platform with security and compliance logging and telemetry to facilitate audit.
	* Facilitate the automated and auditable implementation of access controls, encryption, and vulnerability scanning.
5. **Availability, Continuity, Performance and Cost:**
	* Establish, promote, and implement automation patterns and practices to facilitate and ensure platform and application availability.
	* Routinely seek out, elevate, and eliminate frailties within the platform.
	* Protect and secure data and information flows.
	* Enable and promote platform costs management.
6. **[Platform Teams] Platform Engineering:**
	* Embrace a product mindset and a customer-centric, value driven approach.
	* Identify, elevate, and eliminate constraints, causes of friction, and toil for stream-aligned teams.
	* Develop and maintain a library (or libraries) of pre-blessed ‘Start Right’ templates.
	* Provide self-serviced, configurable, and extensible production-like environments that adhere to organisational standards.
	* Deliver an **Internal Developer Platform (IDP)** with guardrails that is easy to consume, secure, and compliant by design.
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| **Key Connections:**  |
| 1. Head of Infrastructure & DevSecOps
2. Technical Product Owner
3. Agile Coach
4. Platform Engineer
5. Product Stream-Aligned Teams (squads) Product Owners and Technical Leads
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| **Key Experience:** |
| * **Engineering Expertise:**
	+ Proficiency in IaC tools and techniques (e.g., Terraform, Bicep, CloudFormation, Ansible, YAML pipelines).
	+ Experience with cloud platforms (e.g., Azure, AWS, GCP) and containerization (e.g., Docker, Kubernetes).
	+ Familiarity with serverless architectures (e.g., AWS Lambda, Azure Functions).
	+ Experience with server-based computing, network operating systems (e.g., Windows Server, Linux), and networking.
	+ Experience with software engineering practices (e.g., source code control, code review, CI/CD)
	+ Knowledge of scripting and mark-up languages (e.g., PowerShell, Bash, Python, YAML, JSON, XML, HTML).
	+ Knowledge of development languages and methodologies (e.g., JavaScript frameworks, TypeScript, .Net, REST APIs).
	+ Knowledge of testing techniques and frameworks (e.g., TDD, BDD, Unit testing, Cucumber, Pester, Cypress).
	+ Knowledge of Information Security principles, practices, and standards (e.g. OWASP, CIBER, CIS Benchmarks, ISO27001).
* **DevOps Mindset:**
	+ Understanding of DevOps principles, including automation, collaboration, and continuous improvement.
	+ Passion for reducing manual toil through automation.
* **Problem-Solving Orientation:**
	+ Proactive in identifying infrastructure challenges and proposing solutions.
	+ Ability to troubleshoot complex issues and optimize performance.
* **Communication Skills:**
	+ Effective communication with technical and non-technical stakeholders.
	+ Ability to explain technical concepts to diverse audiences.
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| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
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| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
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| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
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