

Solutions Engineer

Job Description and Person Specification

Role Profile

The Solutions Engineer is the vital bridge between MCR Pathways mission and our digital evolution. The role focuses on the human centred delivery of digital and AI powered tools. By combining technical prototyping and empathetic change management, the post holder ensures that our technology is not only innovative but also trusted and effectively adopted by colleagues, mentors and stakeholders.

Job Description

Project Management & Delivery

- Lead the end-to-end delivery of digital and AI-powered projects, including system enhancements, new tool development, and process improvements across MCR's digital platforms
- Develop comprehensive project plans with detailed work breakdown structures, resource allocation, dependencies, and critical path analysis to ensure successful delivery within agreed timeframes
- Identify, assess, and actively manage project risks and issues — including AI-specific risks such as data privacy, model accuracy, and ethical considerations — developing mitigation strategies and contingency plans
- Coordinate and facilitate cross-functional project teams, ensuring clear communication channels, role clarity, and effective collaboration across technical and non-technical stakeholders
- Manage project timelines that incorporate security auditing, penetration testing, and ethical review milestones for AI-powered tools, ensuring these are planned from the outset rather than treated as afterthoughts

Business Analysis & Change Management

- Lead requirements gathering sessions with stakeholders across all levels of the organisation, translating business needs into clear, actionable technical requirements through the MCR Change Process
- Collaborate with the Learning and Development and Engagement and Influencing team to ensure system changes are trained and communicated in a timely and user friendly manner
- Ensure wider collaboration with all stakeholders across the organisation to identify user needs
- Design and conduct comprehensive user research activities including interviews, surveys, and workshops to deeply understand user needs, pain points, and opportunities for improvement — including specific research into how AI features can best serve users

- Create detailed process maps and workflow diagrams to document current states and design optimised future states, identifying where AI and automation can add genuine value
- Conduct regular reviews and assessments to identify opportunities for process optimisation, including evaluating which processes are suitable candidates for AI augmentation
- Lead change management for AI adoption across the organisation, helping colleagues understand, trust, and effectively use AI-powered tools through training, documentation, and ongoing support

AI Solution Development & Prototyping

- Use AI/LLM tools to rapidly prototype potential solutions, testing concepts and gathering user feedback before committing to full development
- Work with the Senior Solutions and Security Engineer to translate prototypes into production-ready applications, ensuring requirements are clearly specified and user-tested
- Gather and document requirements for AI-powered features, including data inputs, expected outputs, accuracy requirements, and ethical constraints
- Design and manage user acceptance testing for AI features, ensuring outputs meet quality standards and that users understand the role of AI in the tool
- Maintain documentation of all AI-powered tools, including their purpose, data flows, limitations, and the human oversight mechanisms in place

System Development & Support

- Support the development and management of MCR's digital systems, ensuring they meet business needs and support the organisational mission
- Gather requirements and support detailed planning for system transitions, including the move from Salesforce to modern platforms
- Implement robust monitoring systems to track system utilisation, user engagement, and overall effectiveness of digital solutions
- Design and manage feedback collection processes including surveys, focus groups, and user interviews to gather qualitative and quantitative data
- Analyse user feedback and system performance data to develop evidence-based recommendations for improvements
- Establish and maintain quality standards for all digital processes and procedures, ensuring consistency and best practice across the organisation
- Maintain organisation device register and ensure devices are retired and replaced in a timely manner, providing data to the senior solutions engineer for regular audit.

Data Security & Ethics in Projects

- Ensure all project specifications include appropriate security requirements, data protection considerations, and ethical review checkpoints including 'human in the loop' oversight and adhere to ethical constraints regarding model accuracy and data privacy.

- Support the completion of data protection impact assessments for new AI-powered tools and features
- Ensure that user consent and transparency requirements are clearly defined and implemented in AI-powered features
- Work with the Senior Solutions and Security Engineer to schedule and coordinate independent security audits and penetration testing within project timelines

Other

- Undertake any other reasonable digital tasks as required by the charity, such as supporting the creation of management information and impact reporting
- Stay informed about developments in AI project management, agile methodologies, and change management best practices

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven experience in digital change management and project management • Experience in requirements gathering, business analysis, and translating user needs into technical specifications • Experience in developing and improving bespoke software solutions, with a track record of implementing user feedback • Proven ability to provide day-to-day support for software users and proactively solve issues • Experience managing projects that involve multiple stakeholders with varying levels of technical understanding 	<ul style="list-style-type: none"> • Experience using AI/LLM tools for prototyping, requirements documentation, or solution design • Experience in creating and delivering training materials and documentation for diverse user groups • Experience with Salesforce administration, including customisation and integration • Experience coordinating security auditing or compliance activities within project plans
Skills and Knowledge	<ul style="list-style-type: none"> • Strong project management and business analysis skills, with the ability to manage multiple complex projects simultaneously • Excellent verbal and written communication skills, with the ability to translate between technical and non-technical language • Strong understanding of user-centred design principles and user research methods • Familiarity with modern web technologies and an understanding of how applications are built using frameworks such as React, Next.js, and database technologies • Competence in using AI/LLM tools for prototyping, documentation, and workflow design • Strong understanding of data security best practices and their application to project delivery • Strong problem-solving skills with a commitment to continuous improvement • Strong organisational skills, with the ability to manage deadlines 	<ul style="list-style-type: none"> • Understanding of security auditing, penetration testing, and how these fit into project delivery timelines • Knowledge of data protection impact assessment processes • Ability to create clear, comprehensive, and accessible training materials and documentation • Familiarity with agile and iterative development methodologies

	<p>and maintain high-quality standards</p> <ul style="list-style-type: none"> • Awareness of current trends in digital technology, AI, and software development • Understanding of the specific challenges and opportunities within the charity sector 	
<p>Personal Skills & Attributes</p>	<ul style="list-style-type: none"> • An exceptional ability to explain complex technical concepts in plain, accessible English to non technical stakeholders. • Strong team player with the ability to work collaboratively with colleagues and stakeholders with a genuine commitment to supporting colleagues through digital change, recognising that people readiness is as important as technical readiness. • Creative thinker with the ability to identify and implement new solutions, including AI-powered approaches, to enhance organisational effectiveness • High emotional intelligence & Empathy • High attention to detail to ensure accuracy and quality in all work • Flexible and adaptable to changing priorities, new technologies, and evolving organisational needs • Self-motivated and driven to achieve excellence in all aspects of the role • Commitment to placing user feedback and needs at the heart of service delivery and development • Strong ethical awareness, with sensitivity to the responsibilities of handling data about vulnerable young people 	
<p>Training & Qualifications</p>		<ul style="list-style-type: none"> • Project management certification (e.g., PRINCE2, Agile, Scrum) • Degree or equivalent experience in a relevant field • Training or certification in AI/ML fundamentals,

		prompt engineering, or responsible AI
--	--	---------------------------------------