

Solutions Engineer

Job Description and Person Specification

Job Title: Solutions Engineer

Team: Solutions, Evidence and Impact

Location/Region: Glasgow

Contract: 1 Year Fixed Term

Hours: 37.5hrs

Grade: SS6-SS9

Starting Salary: £33,990

Manager: Head of Solutions, Evidence and Impact

Key Relationships: Head of Solutions, Evidence and Impact, Heads of Regions, People Director, Development Director, Delivery Director, Engagement and Influencing Team.

Role Profile

The postholder will support the development, testing and implementation of practical intelligence capability across MCR Pathways, helping improve mentoring journeys, mentor experiences and organisational learning.

Working across Solutions, Evidence & Impact and operational teams, the postholder will help translate organisational needs into practical technology solutions, supporting the development of workflows, interfaces and intelligence-enabled functionality which improves user experience and reduces unnecessary administrative burden.

The role will focus on ensuring technology strengthens rather than replaces human relationships and professional judgement and will support colleagues to adopt and use new tools confidently and effectively.

Main Duties and Responsibilities

Project Delivery and Planning

1. Contribute to detailed project planning and support delivery against agreed workstreams, milestones and timelines.
2. Maintain project documentation and support monitoring of delivery progress, risks, actions and dependencies.
3. Support the collection and reporting of evidence, metrics and learning relating to project outcomes and implementation progress.
4. Work collaboratively with internal teams and external partners to ensure project activity remains aligned with objectives.

Intelligence Development and Delivery

5. Support development and implementation of intelligence-enabled tools, workflows and user interfaces aligned with organisational priorities.
6. Configure, test and refine practical intelligence solutions that sit alongside existing systems including Pathfinder and related platforms.
7. Work with colleagues to understand operational challenges and translate these into practical technology solutions.
8. Support development of intelligence prompts, workflows and user journeys that improve mentoring experiences and reduce avoidable administrative burden.
9. Participate in testing and continuous improvement activity to ensure outputs remain useful, proportionate and aligned with organisational practice.
10. Support effective and responsible use of digital platforms, licences and project resources, ensuring value for money and alignment with organisational policies.
11. Support user acceptance testing, resilience testing and quality assurance activity to ensure systems and intelligence functionality remain reliable, useful and proportionate.
12. Work with internal colleagues and external specialists to support security, resilience and testing activity where required.

User Experience and Continuous Improvement

13. Work with colleagues, mentors and young people to understand user experience and identify opportunities for improvement.
14. Support testing of new functionality and gather feedback to refine systems and approaches.
15. Identify areas where intelligence capability can improve consistency, accessibility and efficiency.
16. Support development of guidance and resources that help colleagues use intelligence tools confidently.

Data, Quality and Learning

17. Support ongoing data quality improvement activity and identify opportunities to strengthen consistency and reliability.
18. Work with the Solutions, Evidence and Impact team to monitor performance and identify patterns and learning.
19. Support translation of findings into practical improvements in systems, tools and processes.

Team Support

20. Support colleagues through implementation and change activity.
21. Deliver training and one-to-one support where required.
22. Promote confidence and understanding of intelligence capability across teams.
23. Work closely with the Head of Solutions, Evidence and Impact and Delivery Director to support colleagues in embedding confidence and capability in the use of intelligence, evidence and digital approaches across the organisation.
24. Stay informed about best practices in impact measurement within the education and youth work sectors.
25. Carry out any other duties commensurate with the post as agreed with the line manager.

Person Specification

	Essential	Desirable
Experience	Experience supporting the development, implementation or improvement of digital systems, tools or processes. Experience of working with data and using evidence to inform decision-making and improvement. Experience working collaboratively with colleagues and stakeholders to understand needs and develop practical solutions. Experience of AI-enabled tools, workflow automation or digital development platforms Experience of user testing, quality assurance or system implementation.	Experience of supporting digital projects within education, youth work or third sector settings.
Skills and Knowledge	Strong problem-solving skills with a practical and creative approach. Ability to translate operational needs into practical technology solutions. Strong organisational skills with the ability to manage multiple priorities and deadlines. Ability to communicate technical information clearly and confidently to different audiences.	Familiarity with and understanding of Salesforce

	Good understanding of digital systems and user experience principles. Awareness of responsible AI principles and data governance. Familiarity with CRM, case management or similar systems	
Personal Skills & Attributes	Strong attention to detail and commitment to quality. Flexible, adaptable and comfortable working in changing environments. Strong team player with the ability to build positive working relationships. Self-motivated with a commitment to continuous learning and improvement. Commitment to placing user needs and experiences at the centre of development activity.	Understanding of the challenges facing young people and ability to communicate with young people naturally.
Training & Qualifications	Degree or equivalent experience in Digital Technology, Information Systems, Computing, Data or related field.	Relevant digital, project management or technology certifications.