

JOB DESCRIPTION

Job Title:	Automation and Integration Engineer
Service / Department:	Digital and Data
Reports To:	Data and Transformation Manager
Responsible For:	Digital Transformation Analyst
Salary:	£56,375
Location:	Home Based
DBS Check:	N/A

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The AI, Automation and Integration Engineer will lead the delivery of digital innovation across the organisation by driving automation, system integration, and the adoption of AI and low-code platforms. This role ensures the Digital, Data and ICT team supports the Digital & Data Strategy (2025–2030) by improving efficiency, enabling data-driven decision-making, and enhancing user experience for staff and residents.

Main Duties and Responsibilities:

Automation & AI

- Identify, design, and implement process automation opportunities using Microsoft Power Platform (Power Automate, Power Apps, Power BI) and other relevant tools.
- Explore, evaluate, and deploy AI solutions responsibly to improve service delivery, operational efficiency, and decision-making.
- Monitor automation and AI initiatives to ensure they deliver measurable benefits and align with organisational goals.

System Integration

- Lead integration projects to achieve a “single version of the truth” across core business systems, ensuring seamless data flow and interoperability.
- Collaborate with stakeholders to streamline workflows, eliminate duplication, and optimise system performance.
- Develop and maintain integration documentation and standards.

Digital Enablement

- Work closely with the Digital Transformation Analyst and Business Systems & Business Analyst to map processes and deliver improvements.

- Champion digital adoption and confidence across the organisation, supporting staff and residents in embracing new technologies.
- Manage relationships with third-party suppliers and vendors delivering cloud solutions, ensuring value for money and service excellence.

Data & Insight

- Support the development and implementation of business intelligence dashboards and reporting tools to enable data-driven decision-making.
- Ensure data flows between systems are accurate, secure, and efficient, maintaining high standards of data quality and integrity.

Governance & Compliance

- Maintain strong data governance and security standards in all automation and integration activities, ensuring compliance with relevant policies and regulations.
- Regularly review and update governance frameworks to reflect changes in technology and business needs.

Collaboration

- Work closely with the Data and Transformation Manager, Business Analyst, and Data Engineer to deliver digital projects on time and within budget.
- Foster a collaborative culture within the ICT team and across business units to drive innovation and continuous improvement.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Essential:

- Degree in relevant ICT related discipline and/or similar workplace experience.
- Experience and ability to develop solutions using modern development languages and IDEs.
- Demonstrable experience of Microsoft Power Platform (Power Automate, Power Apps, Power BI).
- Strong understanding of data governance, integration, and business intelligence.
- Proven experience in process automation and system integration, ideally within a complex organisational environment.
- Detailed knowledge of cloud computing, particularly Microsoft Azure.
- Strong database management skills, specifically SQL Server.

Desirable:

- ITIL V4 Foundation accreditation or relevant experience.
- Familiarity with data governance and compliance frameworks.
- Knowledge of housing or care systems.
- Understanding of AI concepts and practical applications in a business context.
- Change management and stakeholder engagement skills.

Aptitudes and Abilities:

- Excellent problem-solving and analytical skills, with the ability to manage multiple projects and priorities.
- Collaborative approach with the ability to work effectively across teams and departments.
- Strong communication and influencing skills, able to engage stakeholders at all levels.
- Confident and capable communicator with the ability to inspire, engage and challenge.
- Great verbal, written and influencing skills.
- Ability to influence and build relationships across all levels.
- Adaptability and willingness to learn emerging technologies and methodologies.
- Proactive mindset with a focus on continuous improvement and innovation.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership – we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment – we have trust	Have we given the right context to our message? Has our communication been story-driven?