

May 2026

## Job Specification

**Position Title:** AI Applications Developer

**Location:** Hybrid (Birmingham)

**Reports To:** Chief Technology Officer

**Special Conditions:** None

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### Job Overview:

To design, build, integrate and support AI-enabled digital tools that improve services for customers and advisers within the charity. The role holder will provide the technical delivery capability within a small multidisciplinary team, translating agreed service needs into measurable improvements in service quality, efficiency and customer outcomes.

The role is responsible for the technical design and delivery of prototypes, pilot services and production-ready components that use AI and related technologies where appropriate. The role holder will work across the full delivery lifecycle, including technical discovery, solution design, software development, systems integration, testing, deployment, documentation and early operational support.

The role is not limited to a single platform, model provider or product set. The role holder is expected to assess and recommend suitable technical approaches based on business need, user impact, risk, cost, maintainability and alignment with organisational standards.

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### Key Responsibilities:

- Design and develop digital tools that support debt advice customers, advisers and operational teams.
- Translate service, user and operational requirements into working technical solutions.
- Build and maintain application components, interfaces, APIs, automations and integrations required to support agreed use cases.
- Assess the suitability of AI, generative AI, rules-based automation and conventional software approaches for different service problems. Specifically assessing accuracy, reliability and performance in real-world use
- Work with subject matter and user experience colleagues to scope and define requirements, develop prototypes, test concepts and refine solutions based on evidence and feedback.
- Integrate new tools with existing organisational systems, data sources and operational processes.
- Work closely with Ops/advice teams to ensure solutions are usable in live workflows
- Ensure solutions are developed with appropriate controls for security, privacy, auditability, resilience, accessibility (WCAG), and AI safety/guardrails
- Support the creation of technical standards, testing approaches and release practices relevant to the team's work.
- Identify and manage technical risks, dependencies and constraints, escalating where appropriate.
- Provide technical support during pilot activity, implementation and early live running.
- Maintain clear technical documentation to support continuity, knowledge sharing and future development.

- Ensure that all work is carried out in line with organisational policies and standards relating to information security, data protection, safeguarding, accessibility and service quality.

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## **Knowledge & Experience:**

### **Essential**

- Experience in a software development or applications development role.
- Experience of building, testing and supporting business applications or digital services on the Microsoft stack and in Python
- Experience of systems integration using APIs, web services, middleware or similar methods.
- Understanding of software architecture, secure development practices, testing and technical documentation
- Understanding of Generative AI and Machine Learning model applications

### **Desirable**

- Practical experience of developing or implementing AI-enabled application features or workflows, ideally in Debt advice or customer servicing environment.
- Experience of agentic development, RAG systems and/or vector databases
- Experience in a charity, public service, financial services or other regulated environment.
- Experience of customer service, contact centre, CRM or case management systems.
- Experience of working on products or services used by vulnerable customers.
- Experience of evaluating AI performance, limitations and business operational risks.
- Experience with human-in-the-loop hybrid business workflows
- Knowledge of accessibility, privacy and information governance considerations in digital service delivery.

## **Skills:**

### **Essential**

- Ability to work independently as the principal technical delivery resource within a small team.
- Ability to explain technical issues and options clearly to non-technical colleagues.
- Ability to balance innovation with pragmatism, control and maintainability.
- Ability to plan and organise time and manage workload effectively.
- Ability to work as part of a team and collaborate effectively with all stakeholders and colleagues across the business
- Ability to work autonomously.
- Strong self-management and initiative.
- Excellent judgement and a positive approach in assessing potential outcomes for a variety of circumstances.
- Self-directed learner, keeps up to date in latest relevant technology trends and looks for innovation opportunities

## **Qualifications:**

- HND level or equivalent; or equivalent working experience

## **Qualifications (desirable)**

- Degree in Computer Science, Machine Learning or an adjacent field

**Personal Qualities:**

- Commitment to the values of the Trust which are to:
  - We put people first
  - We support each other
  - We solve problems