



Position Description

Integration Engineer

Functional department:	Technology and Transformation
Reports to:	Digital Experience and Innovation Manager
Position type:	Individual Contributor
Effective date:	September 2026

Position purpose

This position operates within the Technology and Transformation team to design, build, maintain and continuously improve the integrations that connect the Heart Foundation's digital platforms, enterprise systems, automated workflows and third-party services.

The Integration Engineer bridges business needs and technical delivery across the organisation's digital ecosystem. The role translates requirements into reliable integrated solutions, with clear consideration of data flows, security, privacy, monitoring, maintainability and operational support.

The role combines hands-on engineering, systems thinking and stakeholder collaboration to:

- Diagnose integration and data-flow problems across connected platforms
- Translate business and technical requirements into clear integration designs
- Build and support scalable APIs, webhooks, automated workflows and data transformations
- Improve the reliability, visibility and documentation of mission-critical integrations

The role is pivotal in enabling practical, sustainable innovation and ensuring that connected solutions are fit-for-purpose, supportable and aligned to organisational goals.

Key accountabilities

Key areas of accountability to ensure our success:

1. Act in accordance with the Heart Foundation's values and consistently demonstrate the agreed organisational behaviours including a commitment to community and volunteer engagement and diversity and inclusion principles.
2. Facilitate technical discovery and integration workshops with internal stakeholders, vendors and delivery partners.
3. Design, build, test, deploy and maintain integrations across websites, digital platforms, web applications, CRM, forms, automation services and third-party systems.



4. Develop and support APIs, webhooks, middleware, data transformations and automated workflows using appropriate integration patterns.
5. Maintain and improve the data-flow architecture supporting key business and customer processes.
6. Own monitoring, logging, alerting and error-handling approaches for integrations, including incident investigation and root-cause analysis.
7. Work with the Digital team and external developers to scope, estimate, prioritise and deliver integration work.
8. Apply strong software development lifecycle, source control, peer review, testing, release and change management practices.
9. Create and maintain technical documentation, including architecture diagrams, data flow diagrams, interface specifications, integration maps, support runbooks and decision records.
10. Assess technical feasibility, dependencies, security, privacy and operational impacts when new platforms, features or vendors are proposed.
11. Review existing integrations and recommend opportunities to simplify, standardise, modernise or retire them.
12. Provide technical advice and hands-on support during incidents, platform changes, releases and vendor transitions.
13. Contribute to innovation involving API connectivity, process automation, AI-enabled capabilities and reusable integration patterns.
14. Ensure strong adherence to quality assurance & testing procedures
15. Provide technical leadership and contribute to innovation involving API connectivity, process automation, AI-enabled capabilities, MCP and reusable integration patterns.
16. Manage and improve the technical stack that underpins the Heart Foundation's websites, digital platforms, web apps and microsites including hosting environments, DNS, SSL and monitoring (CSS/HTML/Next.js).
17. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience, as may be required from time to time.



Position requirements

Qualifications, skills, knowledge and experience

- Demonstrated ability to translate business needs into practical technical designs and clearly communicate options, risks, dependencies and trade-offs.
- Strong troubleshooting capability across interconnected systems, including structured diagnosis of data, authentication, workflow and platform issues.
- Knowledge of security best practices, authentication and authorisation approaches, secure certificates, secrets management and privacy-by-design.
- Experience working with internal business stakeholders, delivery teams, external developers and technology vendors.
- Proactive and accountable approach to delivery, documentation, operational support and continuous improvement.
- Collaborative, pragmatic and outcome focused, with the ability to operate effectively in ambiguity and guide stakeholders toward sustainable outcomes.
- Understanding of and appreciation for UX design principals, and delivering great digital experiences
- Strong requirements gathering and documentation skills

Integration development

- Strong experience with modern web technologies including React, and Next.js
- Experience designing and building APIs (REST/GraphQL) and integrating enterprise systems.
- Experience with Cloudflare caching and performance optimisation.
- Experience developing within headless content management systems – (Contentstack advantageous)
- Strong experience designing, developing and supporting REST APIs, webhooks and system-to-system integrations.
- Experience integrating enterprise SaaS platforms and working with API-first and composable architectures.
- Ability to write maintainable code and scripts using languages and frameworks appropriate to the Heart Foundation environment.

Cloud and platform architecture

- Experience with cloud platforms, preferably Azure and AWS, and with serverless or managed integration services.
- Experience with Microsoft Power Platform, including Power Automate; Dynamics 365 experience is advantageous.
- Familiarity with source control, CI/CD pipelines, environment management, automated testing and release practices.
- Understanding of monitoring, observability, logging, alerting and operational support for production integration

AI and emerging technologies

- Experience working with AI technologies, automation tools, or data-driven solutions
- Understanding of modern AI solution patterns such as prompt engineering, RAG, and automation



Data & integration

- Experience working with SQL/NoSQL databases and data-driven systems including Vector DB

Our values

Trustworthy and Accountable – we keep our promises and take responsibility for our actions and their impact.

Ambitious and Measured – we set bold goals and pursue them thoughtfully, balancing aspiration with grounded thinking, patience and care.

Informed and Aware – we make decisions informed by the best evidence, context and a broad understanding of our environment, supporters and stakeholders.

Collaboration and Partnership – we work together, build strong relationships, and achieve more through teamwork and shared purpose.

Curiosity & Humility – we are eager to learn, open to new ideas, and value the perspectives and expertise of others.

Organisational competencies

Teamwork – Contributes effectively to own team as well as project teams and working groups

Personal effectiveness – Takes responsibility for own professional and personal development

Drive for results – Leads own performance to deliver individual workplan

Manage Relationships – Succeeds through stakeholder engagement

Accountability – Is accountable for own conduct and performance

General commitments and expectations

Work Health Safety: adhere to Workplace Health and Safety requirements and comply with all Heart Foundation policies, procedures and systems.

Flexibility: when necessary, undertake duties outside the standard working hours in support of the Heart Foundation initiatives. Such occasions will be planned and communicated in advance wherever possible.

Right to Disconnect: respect the principles of the right to disconnect, ensuring that after hours work is balanced, reasonable and limited to agreed arrangements. Employees are not expected to be engaged in work related communication outside of these agreed circumstances.

Commitment to Organisational Goals: play a key role in achieving our goals by focusing on your role's priorities and showing up in person when needed, while enjoying the flexibility offered through the Heart Foundation's policy.