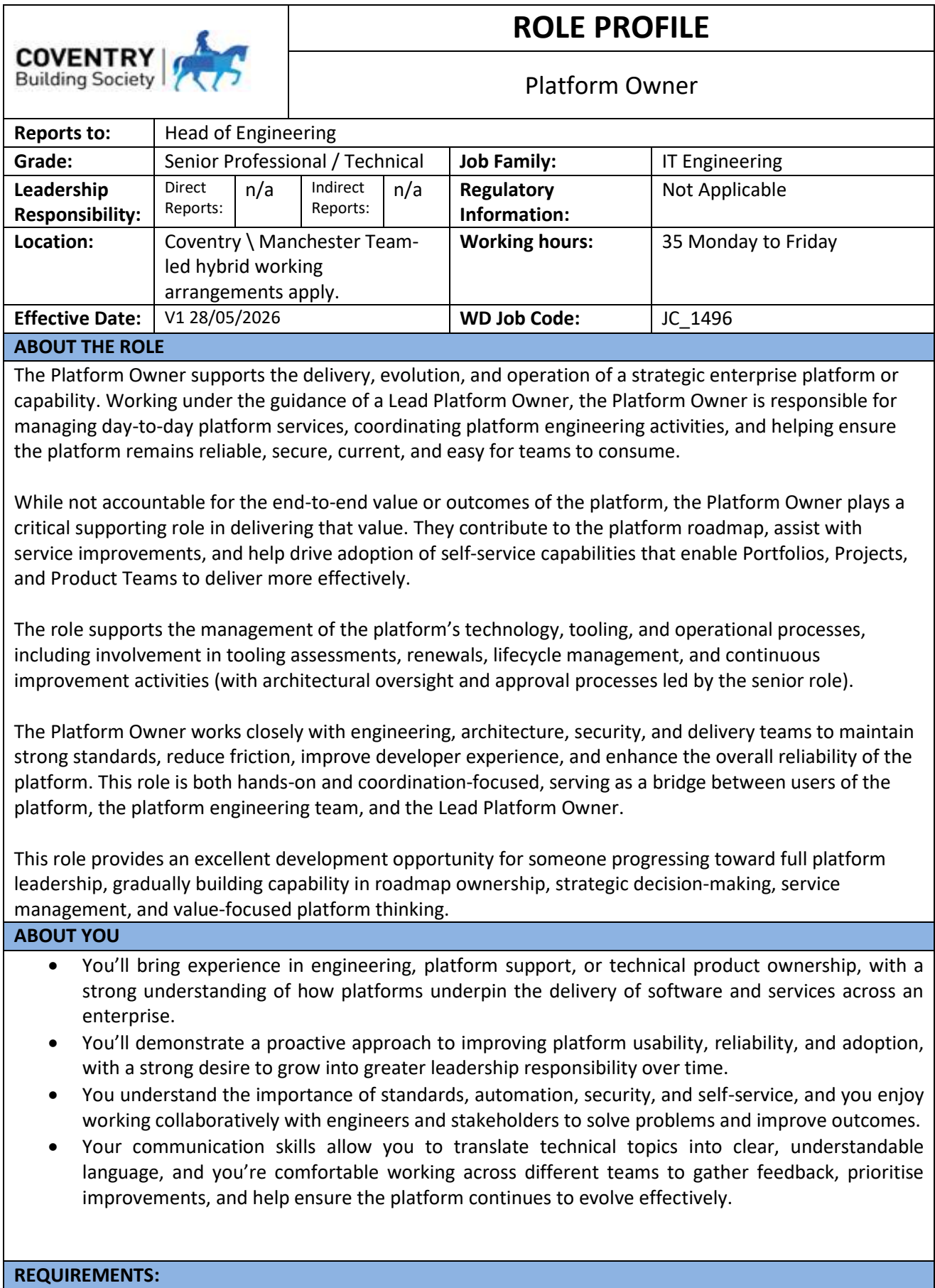




Core Capabilities

- Good understanding of engineering and platform concepts across cloud, infrastructure, and software
- Experience working with technology platforms or shared services in a delivery or support capacity
- Ability to contribute to platform planning, service improvements, and operational processes
- Strong organisational skills with the ability to coordinate work across teams
- Understanding of service availability, reliability, and quality expectations

Desirable Experience

- Exposure to platform engineering, internal developer platforms, or self-service capability development
- Familiarity with service management practices and platform operations
- Experience contributing to standards, guidance, or documentation for a platform
- Participation in tooling assessments, technical evaluations, or technology lifecycle activities

Note: Not all skills are expected at this level. Learning, attitude, and the ability to grow into the role are key.

ATTITUDE & MINDSET (CRITICAL TO SUCCESS)

- Demonstrates clear ownership and accountability for platform outcomes
- Takes a service mindset, focusing on platform reliability, usability, and user experience
- Maintains a growth mindset—curious, adaptable, and eager to improve
- Advocates for modern engineering practices and drives adoption through influence
- Encourages collaboration, knowledge sharing, and continuous feedback
- Balances technology strategy with practical delivery needs
- Committed to reducing complexity, improving quality, and enabling flow

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)

Platform Operations & Service Support	• Contribute to the smooth operation, reliability, and support of the platform • Help monitor platform performance, adoption, and usage patterns • Assist with incident resolution and follow-up improvements • Ensure platform processes and standards are followed
Self-Service & Developer Experience	• Support the development and enhancement of self-service capabilities • Help simplify platform consumption and reduce friction for delivery teams • Maintain and improve platform documentation and onboarding materials
Tooling & Technology Support	• Support tooling assessments, renewals, and lifecycle management • Contribute to platform technology choices (with oversight from the Lead Platform Owner and Architecture) • Maintain an understanding of platform dependencies, integrations, and risks
Collaboration & Stakeholder Engagement	• Work closely with platform engineers, architecture teams, and delivery stakeholders • Gather and consolidate feedback from platform users, helping inform prioritisation • Communicate updates, improvements, and platform status to relevant teams • Communicate roadmap progress, risks, and platform health to stakeholders
Platform Improvement & Evolution	• Contribute to continuous improvement activities and platform roadmap discussions • Identify opportunities to automate, modernise, or simplify platform operations • Support adoption of platform standards, patterns, and enterprise guidance

Quality, Risk & Compliance	• Define and uphold quality standards for platform use, configuration, and delivery • Manage platform risks, vulnerabilities, and technical debt • Ensure compliance with architecture, security, and regulatory requirements
Comparable Roles	