Job Description

JOB TITLE: AI & Automations Engineer

GRADE: Scale J

HOURS: Full-time

REPORTS TO: Group Head of Digital Skills

CAMPUS: All Campuses

JOB PURPOSE: Responsible for spearheading the development and implementation of cutting-edge automated workflows to enhance efficiency across the education sector. The successful candidate will design, build, and manage agentic AI solutions

Main Duties

1. To build and manage AI workflow automations, initially to handle shared mailboxes across the organisation using n8n, Make or other Agentic workflow tools (N8N is our current platform).

2. To maintain and develop our AI telephone workflows using VAPI, Retell or other platforms (VAPI is our current platform).

3. To keep up to date with latest trends and watch online content and tutorials as inspiration to build exciting new workflows.

4. To work closely with staff across all levels of the organisation, effectively embedding yourself into teams to understand and support processes.

5. To work closely with the Group Head of Digital Skills, Group Head of Admission, Executive Director of Technology, Group Head of IT, and Group Director of MIS.

6. To offer fresh ideas to improve workflows and maximise college efficiency.

7. To help develop agentic AI services that provide fast, friendly, and accurate answers to students, apprentices, parents, employers and stakeholders.

8. To maintain and promote good relations with all stakeholders to ensure that good customer service is always delivered.

9. To clearly communicate and translate technological concepts to non-technical users.

10. To be committed to continuous professional development. The post holder would be expected to self-research and would enjoy the self-taught nature of emerging AI tools.

11. To ensure that Safeguarding, Data Protection and Cyber Security practices are embedded into all our tools and workflows. Working closely with the IT Network and Security Manager, Data Protection Officer, as well as the Safeguarding lead(s).

12. To practice safe handling and processing of PII and other sensitive data.

NOTE

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found here.

March 2026

PERSON SPECIFICATION – AI & AUTOMATIONS ENGINEER

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Degree or equivalent in a computing related subject		X	AF / IV
L2 English	X		AF
L2 maths	X		AF
EXPERIENCE			
Practical experience building automations (e.g., n8n, Zapier, Make)	X		AF / IV
Experience with AI models, APIs, and prompt engineering	X		AF / IV
Experience with voice AI platforms (e.g. VAPI, Eleven Agents)		X	AF / IV
Interest in software development and entrepreneurship	X		AF / IV
Working in an educational environment or similar		X	AF
Good knowledge of Google Workspace and Microsoft Office 365	X		AF
Experience of Salesforce CRM, desirable		X	AF / IV
Experience in forecasting AI/API costs, and the implications of model selection.		X	AF / IV
SKILLS, KNOWLEDGE AND ABILITES			
Commitment to independent learning and self-development	X		IV
Demonstrable written and oral communication skills	X		IV
Flexible approach to work	X		IV
Ability to work well within a team or alone	X		IV
The ability to work under pressure adhering to tight deadlines	X		IV
The ability to work with a wide range of stakeholders and partners	X		AF / IV
Ability to collect and review feedback from internal and external stakeholders	X		AF / IV

KEY:
Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview
All of the elements marked IV will be assessed at interview.
All of the elements marked AF/IV will also be assessed at interview.
All or some of the elements may be assessed by the Test/Presentation

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