

19 Jul 2023

# Senior Software Engineer

*Job Advert — Deadline for Applications: 31st August 2023*

## Salary & Benefits

- **£52-62k basic**
- **Newcastle/Gateshead-based SaaS Start-up**
- **Full time, permanent**
- **Flexible working (core hours: 10am to 4pm)**
- **Hybrid (2-3 days/week from home)**

## TL;DR

Seeking an ambitious and friendly AI SaaS startup? We're on the hunt for a talented, supportive Senior Software Engineer who thrives in a fast-paced environment.

If you have at least five years of experience in modern PHP and Javascript application development, you might be the perfect fit. While experience with building multi-tenant SaaS apps is a plus, it's not a deal-breaker.

As a Senior Software Engineer, you'll take responsibility for leading the development of product features and turning our platform vision into reality, baking in considerations of security, testability, and scalability.

You're not just a coding wizard, but also a fantastic mentor who loves helping junior team members grow. Collaboration is your middle name, as you work hand in hand with the team — and the other Wordnerds — to achieve our shared goals.

**T:** +44 (0)191 300 9444

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## About Wordnerds — Sick of the Same Old Corporate Humdrum?

Wordnerds is a customer feedback analysis tool that helps large organisations \*genuinely\* understand customers by analysing their millions of survey results, reviews, social posts, emails, webchats, CRM-entries and call centre transcripts.

We're an independent, venture-backed start-up working at the intersection of very new Artificial Intelligence (the same Natural Language Processing techniques that power ChatGPT) and oldskool corpus linguistics (the study of the structure of language) to produce an exciting, disruptive, different Software-as-a-Service platform.

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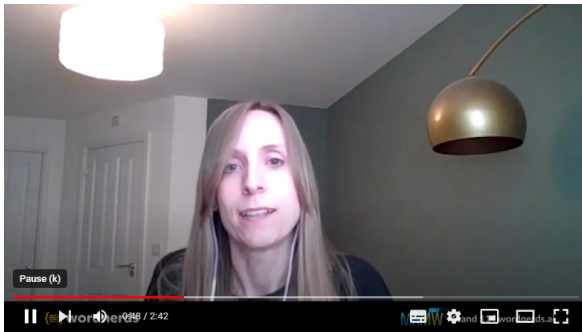
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Since raising seed investment in June 2019, Wordnerds' start-up journey has been one of constant learning: we've experimented, we've iterated and we've measured. Now, as we begin to think about Series A funding, we need new people with the skills and experience required to build out our teams and scale-up the delivery of our market-leading software.

If you love the opportunity to learn, the freedom to share and act on those learnings, if you want to be part of a different, dynamic and exciting start-up story, this might well be the perfect environment for you.



We think we've got something special going at Wordnerds, both in terms of the people we work with and the tech we build. But don't take our word for it, [here's a 3-minute video from the insights team at Sainsbury's, outlining why they choose to work with us over other customer feedback platforms.](#)

## Working at Wordnerds



Lush people, a seriously amazing product and the enthusiasm and knowledge to take on the world. You can genuinely make a difference here. Not all nerds are created equal, but this lot: the salt of the wordy earth.”

*Laurna, Demand Generation Team*

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## Our Software Engineers

- Do you love solving complex technical problems with elegant, well-written code?
- Do you embrace a challenge and value personal development?
- Can you communicate and collaborate effectively to produce outstanding technical solutions as part of a team?

Software engineers are the technical backbone of Wordnerds, and collaborate closely with our Product Owner, Data Scientists and Linguists to scope, develop and deliver impactful new features and integrations that directly enhance our customers' experience and ability to analyse their data seamlessly within the Wordnerds Platform.

We've embraced Agile project management and have refined it over the years into a set of processes that work best for us. As with our code, we aim to continually iterate, adapt and improve wherever possible.

At Wordnerds, we strive for the highest standard in all aspects of our work. As a close-knit team, we expect everyone to own their impact, challenge with respect, share our knowledge and extend support to one another with empathy.

### Working at Wordnerds



The best thing about Wordnerds is being a part of a small and motivated team, and having loads of opportunities to expand your skill set. In the two years I've been at Wordnerds, I have written insights reports, organised events (Taskmaster was my proudest), run email campaigns (Christmas pixel wars), and loads more. All of these experiences allowed me to grow personally and professionally, and really helped me to understand

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what I enjoy and what I am great at.”

*Alex, Customer Success Manager*

## About the Senior Software Engineer Role

- Are you comfortable picking up and learning new tools, libraries and technologies?
- Do you consider others when writing software — is your code efficient and understandable? Do you raise frequent PRs? Is testing and documentation part of your workflow?
- Can you plan and manage your workload effectively in order to deliver high quality work expeditiously?
- Do you get a buzz out of mentoring and teaching others? Will you champion best practices and push our tech, team and processes forward?

As a senior engineer, you'll be expected to lead and coordinate as part of a team, producing work that meets our high standards. You are able to draw on your experience in all areas of the *Software Development Life Cycle* in order to research new technology, hold necessary meetings and planning sessions, perform QA and ship new features.

You are a champion of best practice and lead by example in all aspects of the role, in an effort to continuously improve the collective team. You will be expected to collaborate with, and support your peers with a positive and empathetic attitude, whilst also being open to the suggestions of others.



## Qualifications

### Required

- 5 years' plus experience of modern PHP development, ideally with Laravel – strong understanding of asynchronous processing and queues
- 2 years' plus experience with a modern front-end framework and state management, such as Vue or React.
- Proficient working with relational databases – optimal schema design, ability to perform complex but efficient queries.
- Comfortable using automated testing tools and writing tests – we use Pest/PHPUnit
- Excellent communication skills – ability to work effectively with all stakeholders

### Desired

- Familiarity with AWS and key services such as RDS, S3, EC2, etc.
- Experience with Typescript
- Experience using Google BigQuery
- Previous experience working for a start-up or building SaaS

## Responsibilities

- Building new features on our Platform or one of the several supporting services built with Laravel
- Operating as part of an agile scrum team, with a focus on mentoring and leading on collaborative work
- Writing high quality, clear and testable code covered with automated tests
- Working with the Product Owner, Customer Success and Sales teams to understand the problem we're trying to solve
- Front-end development of our Platform using Vue
- Sharing responsibility at fielding bug reports/queries from the Sales or Customer Success teams

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- Code reviews and QA testing

## Skills, Behaviours & Outcomes

In addition to successfully delivering the tasks above, you will be encouraged to:

- Become a platform expert in order to diagnose and resolve technical issues
- Present findings and recommendations – ability to convey complex ideas clearly to less technical audiences
- Learn, experiment, change
- Organise your time and projects, prioritise effectively
- Hold yourself to high standards, do what you say you'll do

For more information about each of the bullets listed under responsibilities, skills behaviours and outcomes, as well as metrics for the role, please see the related *Job Description*.

### Working at Wordnerds



Wordnerds is such an exciting place to work in a time when AI is really having a moment. With the company, I've been fortunate enough to develop my skills in management with Happy Training, sales with SaaS Academy, and have a much deeper understanding of the AI landscape. I've honed my skills in pitching, presentations and Rev Ops systems, and travelled to events across the US and Europe.

The business practices open book management, which provides a level of transparency I've never experienced before. It means we understand exactly where we are, how we're performing and what's needed to be successful here.”

*Helen, Head of Account Management*

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## Culture and Working

In our mission to make words actionable we take our work seriously, ourselves... less so.

We champion the understanding of language and strive to train computers to understand humans expressing themselves in all our informal, colloquial and sarcastic glory.

We look after each other. We try to have some fun.

We're very proud to be part of the Northeast England tech scene. At the same time we're outward-looking, ambitious and trying to make a dent on the world stage.

### Our values:

- **Learn, experiment, change**—if there's one thing we can promise it's that what we're doing in a year will look very different
- **Own your impact**—if what you're doing isn't helping the team progress, do something about it
- **Sevens kill startups**—everyone has off days, but we strive for a minimum standard in everything we do
- **Make a connection**—be open, interested, friendly, welcoming. Every interaction with a Wordnerd should stand out
- **Challenge because you care**—we're moving fast and none of us are perfect. We all benefit from direct, kind feedback

### Other Benefits

As well as the salary and benefits listed at the top of this advert, you can expect:

- 25 days holiday plus bank holidays and an extra day for every two years you work with us up to a maximum of 30 days
- Parental leave and support
- Modern, light, dog-friendly office in Proto on the Newcastle-Gateshead quayside

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- Training & development budget
- Mental health budget
- Social budget
- Annual strategy away-days
- Work laptop and home-office equipment if needed

## Diversity & Inclusion

We value and encourage diversity in our team and are committed to building a workforce that is representative of our community and customers. We therefore welcome applications from all genders, backgrounds, stages of life and neural profiles.

As an employer, we are particularly mindful of our obligations under the Equality Act 2010 and are delighted to make any adjustments necessary to allow full participation in our recruitment process. Please make us aware of any requirements you have so that we might allow you to present yourself at your best.

## How to Apply

Please send your current CV to [careers@wordnerds.ai](mailto:careers@wordnerds.ai) along with a short introductory video, explaining why the role appeals to you and what qualities you might bring to the team at Wordnerds. We're not after Hollywood production standards—a phone video is absolutely fine—and two minutes is more than enough. Thanks for your interest. 😊

## Information for Recruitment Consultants

In the first instance, we're not looking for help from recruitment agencies or consultants in recruiting for this role. Please feel free to follow the [Wordnerds LinkedIn page](#), if we do need help subsequently, that's where we'll ask.

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No other correspondence will be entered into. We're sorry, but the volume of inbound recruitment consultants we get means we just can't process and reply to them and they are immediately deleted.

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