





# Welcome From Our CEO



A very warm welcome to Widgit! I'm delighted you've considered joining our team, and hope you'll enjoy learning more about this exciting role, our organisation, and our hopes and dreams for the future.

Widgit Symbols were created with one goal in mind: to help people of all ages and abilities understand and feel understood. We stand by this belief today and are committed to doing business for good. As a company from humble beginnings and having just become a Certified B Corporation, we want to grow in a way that aligns with our passion for people and the planet.

As we continue on our growth trajectory following the pandemic, we proudly maintain our reputation as pioneering providers of symbol language and symbol technologies. From our desktop InPrint software to Widgit Online, our transition from traditional to Software as a Service (SaaS) signals a pivotal moment for the business. As such, we're looking for skilled individuals to support us on this journey. For this role, we are seeking someone who can shape and support the technical foundations of our SaaS platforms. You'll play a key part in strengthening the reliability, security and scalability of Widgit Online, while helping us build the next generation of our infrastructure.

From our audience to our staff through to our board, inclusivity is at the heart of Widgit and what we offer. We celebrate what makes our colleagues and customers unique, while fostering an environment of compassion and kindness. With this in mind, we are keen to hear from individuals of all backgrounds when it comes to growing our team.

Thank you for expressing an interest in working for Widgit, and I wish you all the best with your application.

Kind regards,  
*Cate Rae, CEO*



**Cate Rae**  
CEO



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# About Us

What we do, our mission and values





# About Widgeit



Founded in 1981 and incorporated in 1984, Widgeit has been making educational software for 40 years, and we are the longest established Special Educational Needs (SEN) software company in the UK.

Today, Widgeit's symbols and software titles are used to support people around the world and help them realise their full potential, no matter what their age, ability or background.



Find out more >





# Who We Help



Symbol support is a helpful bridge from the known (pictures/objects) to the unknown (printed word). People who use and are supported by symbols include:

- Children and adults with a learning impairment or communication challenge (for example, autism, Down's Syndrome, dyslexia or dementia);
- Children beginning to read or who struggle with text;
- People for whom English is an additional language;
- Individuals with speech and language difficulties;
- People in emergency situations or those who are critically ill;
- Disadvantaged people (for example, those who have fallen out of the education system before achieving functional literacy levels);
- Visitors from a foreign country or those learning a foreign language.



A young boy with dark hair, wearing a black headset with a microphone, is smiling and looking down at a project on a table. He is wearing a dark green polo shirt. The background is a bright, out-of-focus indoor space with greenery and a window. 

# Where We Are Now



With over 50 employees, Widgit is in a scale-up phase, undertaking projects such as integrating a new CRM system and developing an amazing Employee Value Proposition, underpinned by culture. The business has experienced continuous growth (both UK and internationally) in previous years and is experiencing the related organisational/leadership and cultural opportunities and challenges.

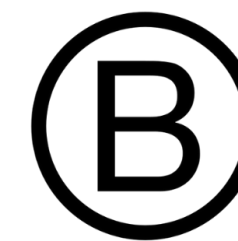
You will have the opportunity to contribute to Widgit's transition towards realising that goal, fostering a culture that prioritises social and environmental responsibility alongside financial performance.

If you are passionate about technology for good, and being part of a business that prioritises an inclusive and supported workforce, we invite you to join our team and make a positive difference to the lives of people around the world.



# Proud To Be a B Corp

Certified



Corporation

At Widgeit, we care about making a positive impact – both with people and the planet in mind. From monitoring our carbon footprint to giving back to the community, we're proud to have achieved certified B Corp status.

Becoming a B Corp means we meet high standards of social and environmental performance, accountability, and transparency. It reflects our deep-rooted commitment to using our business as a force for good – not just in what we create, but in how we create it, who we work with, and the legacy we leave behind.

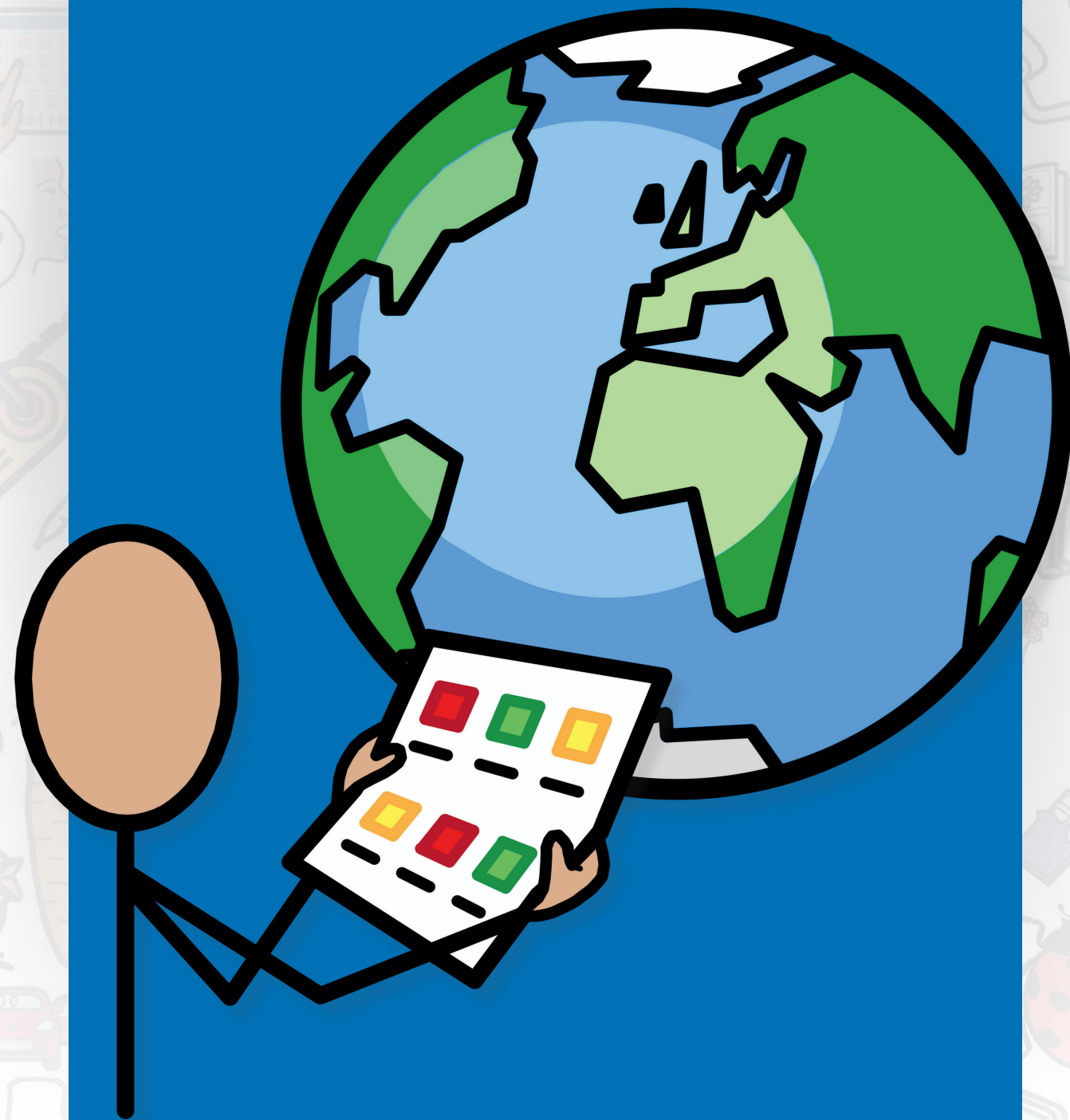
This is more than a badge of honour. It's a promise to keep pushing for better – for our team, our customers, and the world around us.

More about B Corp





# Our Vision



**That everybody, no matter what their age and abilities, can communicate and understand.**

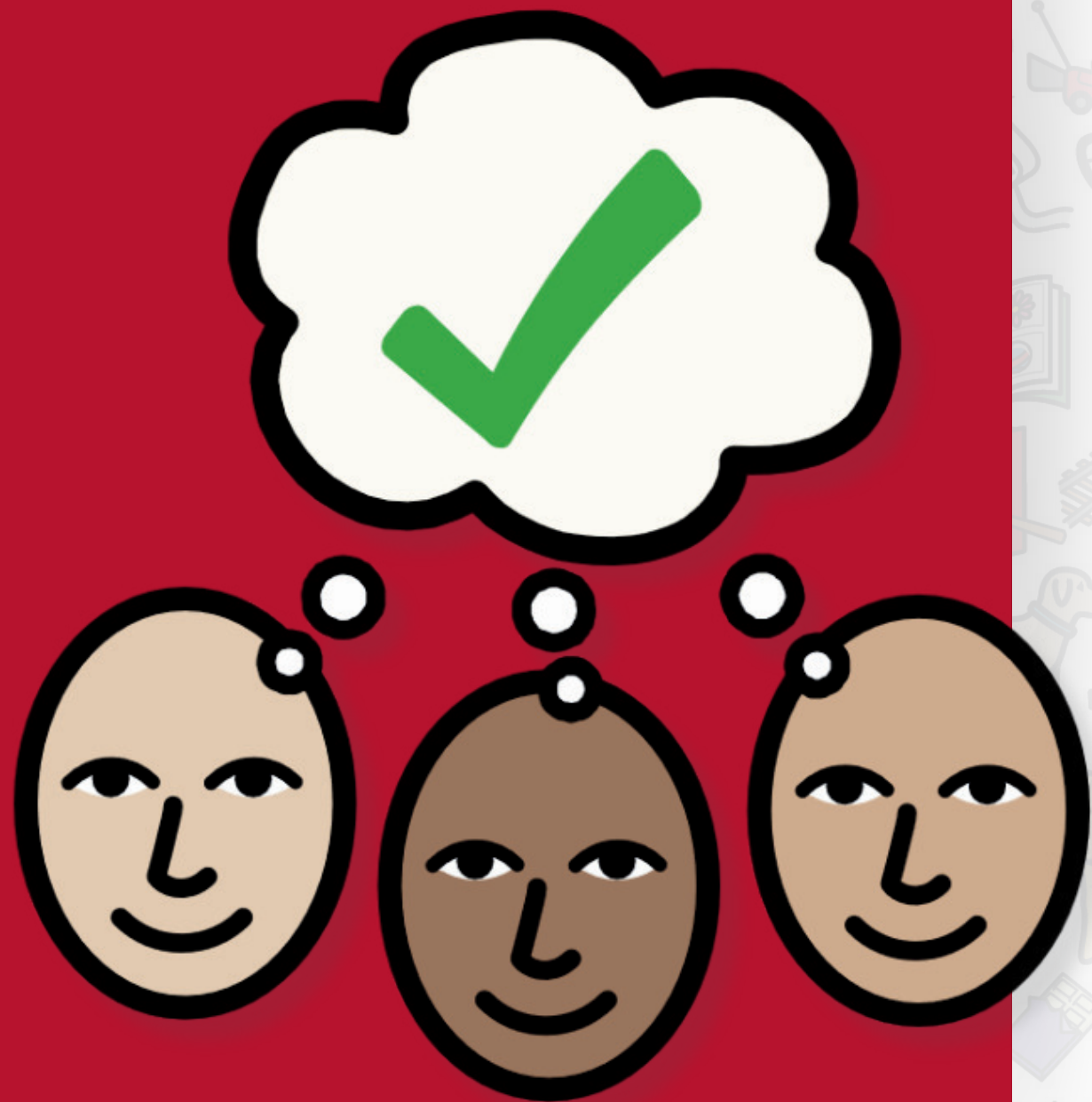
The ability to communicate and understand is a huge part of being human.

Most people take these abilities for granted: it's a privilege that seamlessly integrates them into society.

For those who can't, it's a daunting and isolating experience, creating barriers leading to fear, frustration and unhappiness.



# Our Mission



**We are Widgit and symbols are our world.**

We believe in the power of symbols to support communication and understanding.

Our unique combination of software and symbols empowers practitioners to support the diverse needs of symbol users of all ages.

From our inspirational community to this planet we call home, we care deeply about people, the environment and our place within it.

When it comes to unlocking potential, we believe symbols have a positive impact and help to ensure no one feels left behind.



# Our Ethos



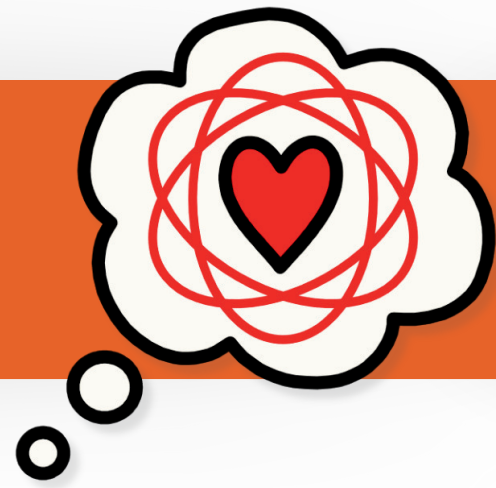
**To be a progressive business that promotes inclusivity and staff wellbeing, environmental sustainability, and community support, showcasing the positive impact a business can have on the world.**

Business can – and should – be a force for good in the world.

Being a business for good is not at odds with being successful.  
It's a core part.



# Our Values

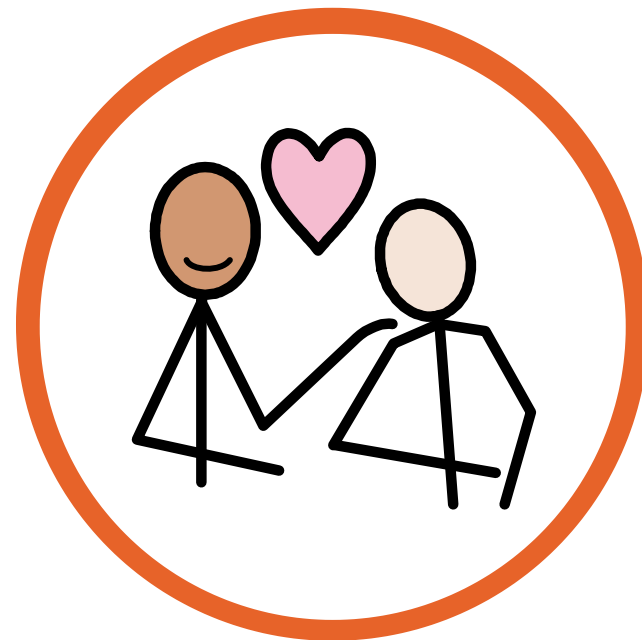


Our values of **integrity**, **kindness** and **quality** are key to our identity at Wigit and express succinctly *how* we go about doing what we do.



## Integrity

Keeping our promises and communicating openly and honestly.



## Kindness

Drives us to treat our customers, staff, and partners with compassion, positivity, and support.



## Quality

Is the thread that runs through everything we do, from the care in crafting our symbols to the excellence in our software products and resources.



# Our Commitment to Equality, Diversity and Inclusion



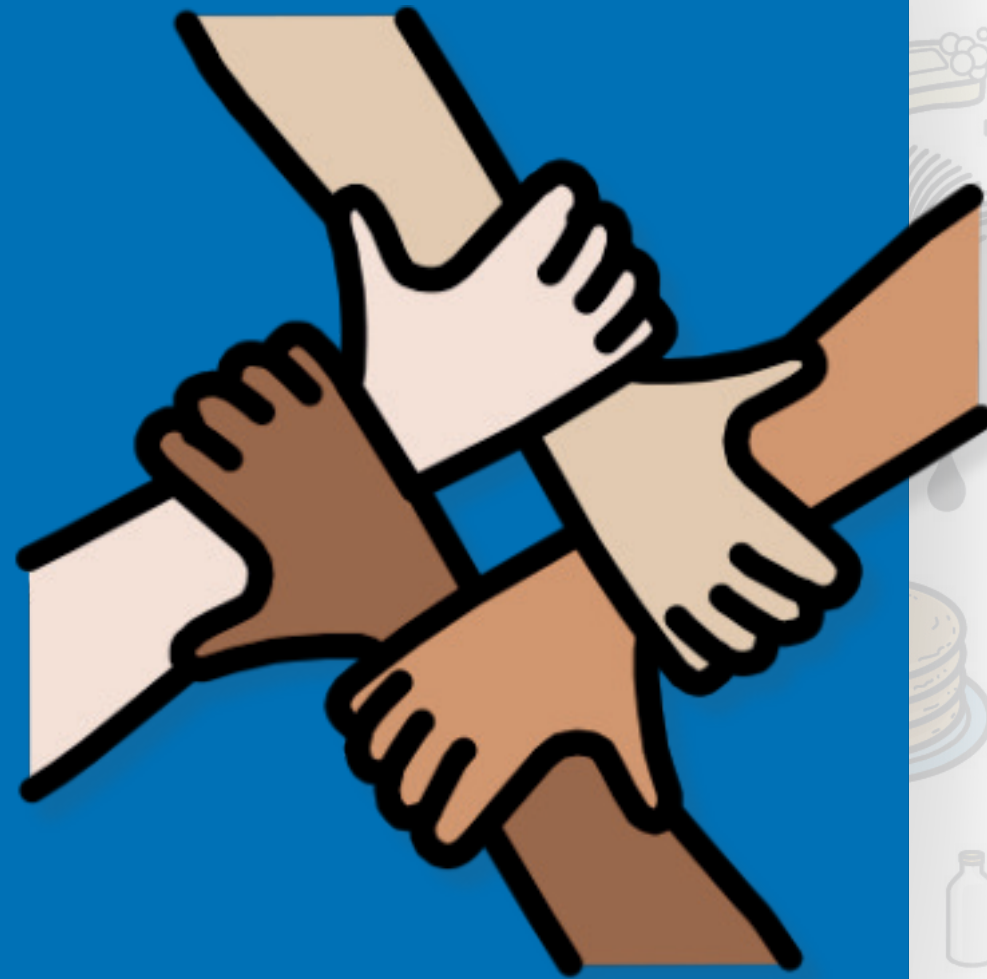
Diversity, equity, and inclusion are fundamental to who we are at Widgit. We're proud to foster a culture that embraces all walks of life, inclusive of the LGBTQIA+ community – with staff joining us from university through to retirement age.

From embracing disability and neurodiversity to championing female voices within our leadership team, we're mindful of diversity when seeking new talent – ensuring everyone feels empowered to reach their full potential.





# Our Commitment to Equality, Diversity and Inclusion



We are committed to increasing diversity and inclusion within our team. We therefore welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background or other difference.

We are committed to inclusive working practices, and during the application process we commit to:

- Paying for care and childcare whilst you're attending an interview
- Paying for your travel costs to the office and back for interviews if they are held in person
- Making any reasonable adjustments – for example ensuring we have sign language interpreters organised in advance if you'd like them
- Providing this document in a Word or plain text format for accessibility reasons
- Offering a first-stage interview to disabled applicants who meet the minimum criteria for the role

If there is anything we can do to improve or make your interview experience more comfortable, please let us know. We will always do our utmost to accommodate any reasonable adjustments / requirements.





# About You

About the role, responsibilities and experience





# Job Purpose



The DevOps Engineer will be responsible for designing, implementing, and maintaining robust, scalable cloud infrastructure for Widgit's SaaS applications, with initial focus on improving reliability and scalability of the existing Widgit Online platform. This will then be followed by architecting and deploying the next-generation technology ('Yonder').

Working with Development, Product and QA in an agile team to deliver a roadmap of features for a new platform of services, this role will ensure reliable service delivery during peak periods, maintain high performance and security, optimise AWS costs, and establish infrastructure-as-code practices that support the company's growth.





# Main Duties



## Product Development

- **Managing the AWS workload:** Prioritising and managing tasks generated by product development.
- **Member of the agile team:** Taking part in Sprint ceremonies, daily stand-ups, product design, and review sessions.
- **Sprint work tracking:** Tracking infrastructure work as Jira tickets, consistent with development work management.

## Development

- **Working with Development/QA team:** Joining weekly design and architecture meetings to influence decisions with infrastructure knowledge.
- **Working with QA:** Automating testing as part of deployment pipelines.
- **Monitoring and leading on live issue resolutions:** Leading on the monitoring of live systems, organising responses when issues arise.





# Main Duties



## Infrastructure Management

- **Widgit Online infrastructure:** Auditing, documenting, and improving reliability of the existing Widgit Online infrastructure, investigating and resolving load bottlenecks.
- **Infrastructure as code:** Managing all new infrastructure using Terraform, maintaining configurations in version control and creating reusable modules.
- **Multi-service maintenance:** Maintaining infrastructure for all services, including Widgit Online, Yonder, API services, and supporting infrastructure.
- **Deployment pipelines:** Reviewing, validating, and updating deployment pipelines, facilitating zero-downtime deployments and automating across environments where possible.
- **Container management:** Reviewing and maintaining containerised services, ensuring best practices are followed.





# Main Duties



## Platform Development

- **Yonder infrastructure:** Designing and implementing scalable infrastructure for Yonder, setting up Terraform configurations, ensuring auto-scaling capabilities, and configuring S3 storage.
- **Database management:** Ensuring proper backup procedures and performance tuning for relational databases.
- **System integration:** Maintaining integrations with external services.

## Security and Operations

- **Security best practices:** Implementing and maintaining security best practices across the stack, reviewing penetration testing results, maintaining Cloudflare configuration, and ensuring encryption and access controls.
- **Cost management:** Tracking AWS spend, reviewing expensive services, and identifying cost optimisation opportunities.
- **Performance optimisation:** Maintaining change logs, optimising performance, tuning caching strategies, and conducting load testing before peak periods.
- **Backup and disaster recovery:** Ensuring backup procedures are in place, maintaining contingency planning, and managing data retention policies.





# Main Duties



## Monitoring and Reliability

- **Alerting and monitoring:** Maintaining alerts and monitoring systems, ensuring proactive issue detection.
- **Incident response:** Responding to infrastructure issues, leading post-mortem reviews, and maintaining uptime statistics.
- **Knowledge sharing:** Upskilling team members in DevOps practices, document processes, and procedures.

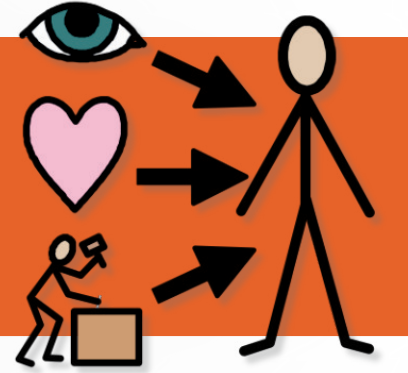
## Team Collaboration

- **Working with Technical Infrastructure team:** Collaborating with the Systems Administrator, providing guidance on DevOps practices, and reviewing Terraform configurations.
- **Proactive communication:** Maintaining regular communication with team heads (HoSD, HoTI, Product) to keep stakeholders informed of progress, blockers, and strategic infrastructure decisions.





# Person Specification and Desired Experience



## Essential

- **AWS expertise:** Auto-scaling, EC2, ELB, S3, RDS, VPC, ECS and Fargate, pricing structures, best practice.
- **Infrastructure-as-code:** Ideally Terraform.
- **Networking and CDN:** Cloudflare, VPC design, load balancers.
- **Containerisation:** Docker best practices.
- **Deployment:** Best practice deployment pipelines.
- **Relational databases:** Aurora (MySQL and PostgreSQL), performance tuning, and optimisation.
- **Caching:** Elastic cache options including Redis.
- **Regional Deployment:** Multi-region deployments
- **Linux System Administration:** Ubuntu/Linux server management, monitoring, troubleshooting, security hardening.

## Desirable

- **Windows server experience**
- **Mixed-platform deployment**
- **Automated testing**
- **Ruby on Rails deployments**
- **Background job processing (Sidekiq/Redis)**



# Benefits



At Widgit, we believe in fostering a work environment that supports and empowers our staff. Our benefits package is designed to promote wellbeing, professional development, and a healthy work-life balance. From competitive salaries and healthcare options to unique perks and development opportunities, discover just some of what's on offer...



## Basic salary

- To be discussed



## Financial

- Company bonus scheme
- Cost of living boosted / benchmarked pay
- Independent financial advisor provision
- Group life assurance (4x salary on death)
- Enhanced Maternity / Paternity Pay



## Time off

- 25 days' holiday plus bank holidays (33 in total)
- Option to buy / sell up to 5 days of holiday
- Free day off for moving home



## Health

- Bupa Bluea Health Service (GP) on 'Medical History Disregarded' basis / Bupa Dental
- Access to Mental Health First Aiders & emergency First Aiders
- Free eye tests
- £175 towards VDU (workstation) glasses
- Free flu vaccination vouchers



## Working environment and culture

- Flexible working
- Home office set-up, including chairs, monitors, etc.
- Company socials and events organised by our Culture Club



## Development

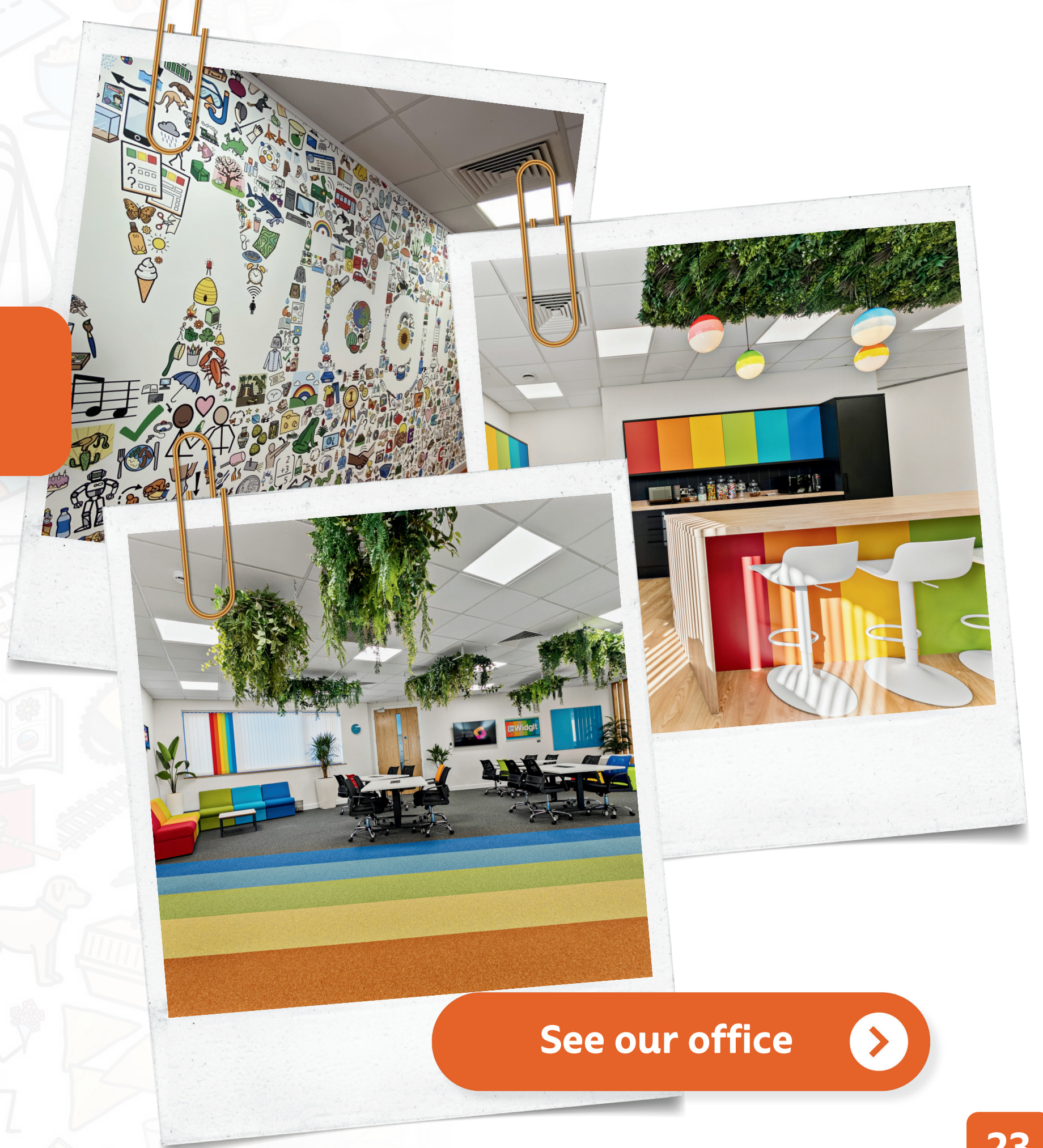
- Job-related training and development



# Location

Widgit's offices are based in Warwick. Most of our staff are hybrid workers, so as such, many of the desks are hot desks. With our team having grown significantly in recent years, we are also excited to expand Widgit HQ further to a second floor, with an innovative new workspace.

In today's modern world, we recognise that individual needs and circumstances vary, and we strive to create a supportive environment where everyone may achieve their full potential. By embracing a flexible approach to working hours and leave, we empower staff members to balance their work and personal commitments effectively.



See our office





# Widgit® Culture Club

From mindfulness days to bake sales and beyond (and not forgetting our summer and winter parties), the Widgit Culture Club helps to ensure all staff members have the opportunity to socialise with their fellow Widgiteers – both inside and outside the office.





# Charities



We're proud to give back to the communities that shape who we are today, ensuring at least one penny of every pound of profits goes to good causes.

From donating to our local food bank to volunteering our time at a local special needs school, discover the full list of charities we've supported below.



**Spreading Festive Cheer to Families in Need →**



**Widgit Volunteer Day at Evergreen School, Warwick →**



**Widgit Wilding: Planting Trees for a Greener Future →**



**Supporting Our Local Food Bank →**

**See all charities**





# How To Apply



If you wish to apply for this position, please supply the following to [jobs@widgit.com](mailto:jobs@widgit.com) by **31/01/2026**.

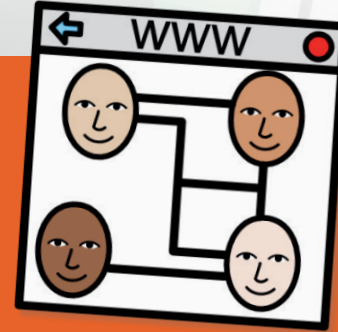
- A detailed CV, setting out your career history, with responsibilities and achievements
- A cover letter (maximum two sides of A4) highlighting your suitability for the role for which you're applying and how you meet the person specification. Please note that the cover letter is an important part of your application and will be assessed.

If you have further questions after reading this pack, please email [jobs@widgit.com](mailto:jobs@widgit.com).





# Check Out Our Socials



Discover the latest updates, news, and insights about our work and initiatives.

Instagram: [@widgitsoftware](https://www.instagram.com/widgitsoftware)

Facebook: [facebook.com/widgitsoftware26](https://www.facebook.com/widgitsoftware26)

LinkedIn: [linkedin.com/company/widgit-software/](https://www.linkedin.com/company/widgit-software/)



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[www.widgit.com](http://www.widgit.com)