Company Description

Here at Gousto, we are on a mission to become the UK's most loved way to eat dinner, and for every meal to leave the planet better off. Gousto is changing how people shop, cook and eat food at home. It's an incredibly exciting time to join our team - and we're a friendly bunch!

We're proud to be one of the fastest-growing companies in the UK. Powered by data and a love of food, we're a recipe box company that's disrupting the sector, and we're passionate about our diverse team and our customers.

All of our people are responsible for the success of Gousto, and we're passionate about creating an inclusive environment for all to thrive. Our guiding values - Dream, Deliver and Care - show our commitment to innovation, our ambition to hit goals at speed, and our deep respect for the people we work with.

Job Description

We have an exciting opportunity for a Technical Application & Integration Specialist to join our ERP squad and help shape the future of our third party tech stack.

You'll become the technical expert and system administrator across a variety of ERP applications – such as HRIS, ATS and L&D and FP&A systems. You will be supporting everything from implementation and configuration for new projects, to the continuous improvement of existing data flows and processes.

You'll design and build smart scalable integrations using APIs, middleware, and iPaaS – helping our systems work better together, freeing our business teams from manual tasks and enabling self-serve for system admins. You'll also take the lead in improving technical event-driven system workflows, especially those that span across different platforms, domains and tribes - making them more efficient, accurate and automated.

While your primary focus will be on ERP, we're looking for someone who's happy to flex and grow with the business – supporting integrations and application support in other areas of the business when needed - such as Customer Care, Food Technical, Procurement, Engineering Ops, Factory Operations etc.

If you love solving problems, improving processes, and making tech work brilliantly for people – we'd love to hear from you.

Core Responsibilities:
- Own the technical delivery and support of third party tooling projects – from new system implementation to ongoing technical optimisation of tools.
- Collaborate with Tech and wider business teams to translate system requirements into scalable solutions, and support them with testing, training, and change management as needed
- Design, build and maintain system integrations – using an open-source iPaaS platform, middleware, and APIs – enabling smooth data flows, automation, and

system interoperability, leveraging your expertise to enable smart, reusable solutions across the business.

- Work closely with stakeholders to map, discover, design, build and optimise business workflows – especially where processes span multiple teams, technical domains or tools – to improve efficiency, automation and user experience.
- Become the technical SME for multiple systems – working closely with stakeholders to inform decisions around system configuration, data migration, integration architecture, UAT, troubleshooting, and upgrades.
- Accountable for ensuring day-to-day technical support is covered, including:
  - Own the technical & NFR roadmap
  - End-user technical support and service queries
  - Access control and user security
  - Incident handling and reporting
  - Changes, bugs and problem management
  - Risk, compliance and audit support
  - Ensuring all compliance and governance frameworks are completed
  - Maintain architecture and end user support documentation
- Liaise with functional business sponsors and system owners to support functional roadmap strategy, vendor escalations, service reviews and renewals.
- Experiment with AI to improve productivity such as LLMs, Copilots and GPTs.

Who You Are:

1. A technical background in writing code and building new applications from scratch
2. Proficient in building and maintaining integrations using APIs and open-source iPaaS tools
3. Quickly able to learn the architecture of a variety of business systems and applications, with minimal supervision
4. Strong analytical and systems thinking skills with a proven ability to design and optimise end-to-end business workflows, with a proactive, user-centric approach.
5. Strong stakeholder management, working across multiple stakeholders and teams to deliver complex systems change.
6. Ability to gather and translate business requirements into scalable and maintainable technical solutions and artefacts - particularly for on-technical stakeholders
7. Comfortable managing concurrent tasks and projects, with good documentation and organisational habits.
8. You have a growth mindset and are excited to support new integrations and systems, based on evolving and changing business needs and priorities.

Qualifications:

Preferred but not essential:

- Experience working with ERP, Finance and People Tech, with knowledge of industry-standard third party systems.
- Degree or equivalent qualification in Information Systems, Business Administration or a related field.
- Courses or qualifications in data management, analytics, business analysis or project management are an advantage.

- Experience working with AI, including using large language models (LLMs) and building custom GPTs

Key Ownership Principles

1. Think big
2. Get things done
3. Own the solution

Ownership Principles (OPs) are our core values that we expect of ourselves and each other. They form the basis of our decision making and are a fundamental part of our culture; a culture that inspires our teams to dream big, deliver with impact and care.

DREAM	- Think big. We've got huge ambition and don't let boundaries get in the way. We don't say "can't", we say "how"? - Disagree & commit. We have the humility to listen, the conviction to disagree and the enthusiasm to commit to a decision. - Be curious, learn & grow. We're resilient, adapt positively to change and always on the lookout for ways to improve.
DELIVER	- Focus on impact. We use data, insights and collective experience to understand where we can add the most value. - Get things done. We're impatient for better. We work hard to make things happen at pace, raising the bar every step of the way. - Own the solution. We don't just spot a problem, we take ownership of the solution and see it through.
CARE	- Make a positive difference. For us, it's not about personal success. We do the right thing for our customers, our people and our planet. - Make 1+1=3. We combine our strengths and challenge each other, seeking and giving honest feedback to be the best we can be. - Champion each other. We're proud to be one team and free to be ourselves, valuing our differences and celebrating one another.