

Position description

Position details

Position title:	Product Engineer
Employment type:	Full time
Team:	Impact and Data
Reports to:	Head of Impact, Data & Digital
Direct reports:	None

About Social Traders

Social Traders has been a leading social enterprise intermediary since 2008. We are a DGR1 not-for-profit dedicated to building a thriving social enterprise sector. We are the certifier of social enterprises in Australia and a sector advocate. We are the national leader in the social enterprise procurement marketplace and advisor to Australia's largest businesses and governments. We manage Australia's deepest social enterprise dataset and a robust sector impact measurement system.

Our purpose

Make buying from social enterprise the norm, to build a more inclusive and equitable Australia.

Our vision

A thriving social enterprise sector that significantly contributes to a more inclusive and equitable Australia.

Brief description & overall goal for your role

Social Traders is investing in its digital products as a growing source of member value and revenue. Our custom member portal already supports buyers and social enterprises to connect and transact, and we are now building a new extension of it to track social procurement and other deliverables, in partnership with a major industry partner. As this platform matures it will become an ongoing product we build on and support.

The Product Engineer builds, maintains and improves these web products alongside the Digital Systems Lead and Digital Enablement Specialist. Your primary focus is delivering this new platform and supporting it as it grows into a lasting product; you also contribute to the broader portal and the digital tools the team maintains for internal use.

This is a hands-on, full-stack role in a small team. You will spend most of your time building software, but as is the nature of a small team, you will be expected to generalise: contribute to product decisions, support users, and help across the digital toolset rather than stay in a narrow specialism.

Your Stakeholder relationships

Your key stakeholder relationships are:

- Impact and data team
- Certification team
- Services team
- Senior Leadership Team
- Digital suppliers/ vendor partners

Your key responsibilities

Your key responsibilities are:

- Build features across the stack for the new platform and the existing portal - front end, back end and data
- Develop and maintain integrations - payments (Stripe), search (Algolia), authentication (Supabase Auth / Microsoft Entra), and data flows to reporting (PowerBI) and our CRM (Salesforce)
- Contribute to technical design, estimates and approach alongside the Digital Systems Lead
- Test, debug and maintain the quality and reliability of what you release
- Provide shared support for the portal and digital tools used by internal teams and members, troubleshooting issues and making improvements
- Translate requirements from the Head of Impact, Data & Digital and external partners into working software
- Write clear, practical documentation for the features and systems you work on
- Contribute to the continuous improvement of the team's development and delivery practices

Your objectives & KPIs

Objective	KPI
New Platform Delivery	• Deliver agreed features for the new platform to specification and to the timeline committed with our foundational partner. • Translate requirements into working, maintainable code alongside the Digital Systems Lead. • Iterate on partner and user feedback to refine the platform after launch.
Member Portal Development & Enhancement	• Deliver enhancements and new features across the portal's front end, back end and data layers. • Keep integrations (Stripe, Algolia, Supabase Auth / Microsoft Entra, PowerBI, Salesforce) healthy, accurate and well-maintained. • Maintain a reliable, performant experience for buyers and social enterprises. • Contribute to prototyping and shaping new portal features with the team.
Quality, Reliability & Engineering Practice	• Write automated tests (Vitest, Playwright) and take part in code review to protect quality. • Monitor, triage and resolve defects and production issues promptly using our observability tooling (Sentry, logging). • Uphold the team's data-integrity, security and configuration standards. • Contribute to continuous improvement of development and delivery practices (CI/CD, tooling, documentation).
Internal Enablement & Support	• Provide responsive support and improvements for the portal and digital tools used by the certification, member services and impact teams. • Troubleshoot issues raised by internal users and deliver timely fixes. • Write and maintain clear, practical documentation for the systems you work on.
Collaboration & Growth	• Collaborate closely with the Digital Systems Lead and Digital Enablement Specialist to deliver the digital roadmap. • Work directly with non-technical stakeholders to shape and deliver requirements. • Grow toward broader generalist contribution across product, delivery and the wider digital toolset.

Behaviours expected in your role

- A collaborator at heart; someone who takes initiative to work across teams to achieve the best result.
- A strategic mindset; able to prioritise day-to-day requirements against the bigger picture organisation goals.
- Solutions orientated; a true problem solver always ready to turn challenges into opportunities.

- Takes ownership of quality, reliability and data integrity, and cares about getting the details right.

Our technology

We build on a modern, fully TypeScript stack. You do not need hands-on experience with every tool (we will support you to get up to speed) but you should be comfortable working in this kind of environment:

Front end: Next.js 15 / React 19, Tailwind CSS, Radix, TanStack Query, Zod
Back end: tRPC on serverless AWS Lambda; PostgreSQL (Supabase) with Drizzle ORM
Auth: Supabase Auth and Microsoft Entra
Infrastructure: AWS, managed as code with SST; CI/CD via GitHub Actions
Quality & observability: Vitest and Playwright testing; Sentry and structured logging; automated security scanning (OWASP ZAP, Dependabot)
Other services: Stripe (payments), Algolia (search), Google Maps
Ways of working: npm + Turborepo monorepo, version-controlled infrastructure

Experience, competencies & skills for your role

Essential

- Demonstrated experience building and delivering web applications end-to-end (roughly 2+ years in a development role)
- Strong with TypeScript and a modern React framework (Next.js or similar)
- Comfortable working with a relational database (PostgreSQL) and building or consuming APIs
- Able to work independently on well-defined features while collaborating closely within a small team
- Clear communicator who can work directly with stakeholders to shape and deliver requirements
- Comfortable wearing several hats, with an interest in product thinking, not just code
- Demonstrated commitment to social change and alignment with the mission and values of Social Traders

Desirable (or keen to learn)

- Experience with any part of our stack: tRPC, Drizzle ORM, Supabase, serverless AWS / Lambda, SST
- Exposure to automated testing (Vitest, Playwright) and CI/CD (GitHub Actions)
- Experience integrating third-party services such as Stripe, Algolia or authentication providers
- Some familiarity with BI/reporting (PowerBI) or CRM data (Salesforce)

Acknowledgement

This job description has been designed to indicate the general nature and level of work for this role. It is not designed to contain or be interpreted as a comprehensive list of all duties and responsibilities and as such additional duties may be assigned as required.

I have read, understand, and agree to the contents of this position description.

Employee's Name: _____

Employee's Signature: _____

Date: / /