



Bella&Duke 

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POSITION PROFILE
Low-Code Engineer



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The Company

Established in 2016, Bella & Duke is a private equity backed pet wellness business, delivering high quality, raw dog and cat food, and wellness products direct to customers. Mark Scott and Tony Ottley founded the business after their dogs died of terminal illnesses and they were shocked to discover ingredients in some mainstream dog foods can be harmful and started creating products for a raw diet after discovering the benefits of elongating and promoting healthier lives for pets. Based in Fife, the business now supplies healthy fresh dog and cat food with all-natural ingredients to more than 130,000 dogs and cats across the UK, serving more than 15,000,000 meals to over 28,000 happy customers.

The business has been on a strong and continued growth trajectory, growing from a startup to £30 million business in 5 years. Bella & Duke operates on a data-driven, business-to-consumer model with 70% of new customers switching from non-raw food to raw food. Bella & Duke is PE backed by Mobeus Equity Partners and due to the continued success of the business, Bella & Duke has moved the manufacturing in-house and opened their factory and distribution centre in Fife.

With the continued growth and development of Bella & Duke, this month they have announced the launch of their products in 25 selected Pets at Home stores across the UK. By exclusively partnering with a brand equally passionate about pet wellness, Bella & Duke can serve up species-appropriate nutrition to even more dogs across the nation.

The Bella & Duke culture is a growth/startup environment with a big focus on its mission to 'change the market' mindset. They are informal and human with a focus on achieving quality outcomes and a high level of service. As a tech group, they understand that process provides the guardrails to quality, but it must be charged with creativity and innovative thinking.

As Bella & Duke continue to embrace new business opportunities, increase efficiency and improve the customer journey, there is a newly created opportunity for a Low-Code Engineer to join the flourishing team in Rosyth.



Job Title:	Low-Code Engineer
Location:	Rosyth (hybrid)
Reports to:	Chief Technology Officer

To continue to achieve our ambition of delighting our colleagues and customers, the tech team at Bella & Duke wish to welcome a new colleague to help us realise the potential and opportunity offered by the no-code and low-code platforms we use.

The Role & Candidate:

We are looking for someone who is familiar with the disciplines and rigors of software development processes - scope, requirement, think, plan, review, document, implement, test and rollouts. However, instead of wanting to write PHP or JS all day, you will enjoy the speed and power of low-code and no-code systems and how that puts you at the heart of many of our teams' day-to-day work, allowing you to become their very best friend.

You will have the opportunity to work across a range of tools and software, including helpdesk platforms, customer data platforms, engagement platforms, social media platforms, and be involved in the development of the business-critical website. This position will enable you to get exposure to the newest technologies including AI tools and to develop your skills in automation.

This role requires a structured lateral thinker with a fund of good humor who can interact with non-technical colleagues to understand and translate their requirements and goals to be able to achieve them through our SAAS services. You will be logical, as many of the projects require a structured decision-tree / rules engine approach and you will be able to think through the advantages and disadvantages of any given option. That means you will bridge two very different mindsets at once – being both lateral and logical.

You will need to be a fast learner as you will need to become an expert in multiple services and systems quickly to become the go-to mentor for what can and what cannot be achieved. If you are someone who consumes and understands documentation quickly, who tinkers and grasps options quickly, who loves to see things happen that put a smile on people's faces... oh boy are you going to have fun.

You will be managed within the tech team, but you will roam among the stakeholders and diverse teams helping them to achieve their goals by using technology to enable their vision. A huge focus of your time will be spent driving change and automation within our CX practice and performance marketing teams. If you are interested in new approaches to customer experience and driving customer journey marketing, this could be an ideal opportunity.

You will be able to demonstrate fast thinking, communication capabilities and a good grasp of business processes. You will almost certainly have worked within technology environments and be familiar with configuring and defining best practices with low-code or no-code software



systems. Although you won't be coding systems from scratch, you will need to understand best practices in delivering QOS outputs.

If you have read this far and started to ask yourself, "hang on, what will I actually be doing?" and you are feeling an anxious excitement, then this might be the role for you. We are still developing our approach to low-code and you will be joining in that journey of discovery. If you enjoy uncertainty, change and action - we could be perfect.

In summary: if you love solving problems and don't especially like coding all the time - apply.

We are open to hearing from people from a variety of backgrounds, whether you are in the latter stages of your career and are looking to move away from a full-time coding role, or you are in the early stages of your career with a background in CX or computer science then we would love to hear from you.



Salary & Benefits:

- **Salary:** Competitive and in line with experience

At Bella & Duke, we offer a competitive benefits package. This includes:

- Holiday entitlement of 31 days per year
- We are passionate about offering an inclusive flexible working environment and will strive to create a working pattern that suits each individual
- Full details of package available upon request

Recruitment Process:

The recruitment of this position is managed by our advising Consultants at Livingston James. The application process will require screening and vetting with Livingston James followed by a 2-stage interview process – all of which can be conducted via VC platform.



Rachel Sim, CIO Services

T: 07880 032 803

E: rachelsim@livingstonjames.com

- Interested candidates should provide a tailored CV to rachelsim@livingstonjames.com
- All third-party applications, enquiries and direct approaches to Bella & Duke will be referred to Livingston James