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Job Title:	Full Stack Developer
Department:	Tech & Innovation
Reports To:	Lead Operations and Delivery Manager (with technical oversight from Senior Developers)
Location:	Office based
Employment:	Permanent, Full Time

About DOA:

“DOA Underwriting Ltd is the principal company for David Oliver T/as David Oliver Associates and DOA Special Facilities Ltd (DOA).

DOA is a unique MGA that was founded in 1996, as an independent underwriting agency, wholesale broker, and retail travel provider.

A family business with family values, DOA is focused on a long-term commitment to service and profitability, providing continuity in the face of constant change in the market.

Our vision is to focus on meeting the needs of our broker and Insurer partners. Providing friendly and reliable expertise in both underwriting and broking, creating innovative technology and providing the very best service so that all parties can deliver optimum value to their customers.

When joining DOA, you become a part of our family and will become a valued member of the team. You will have the opportunity to be mentored by industry specialists alongside a programme of personal development and investment to deliver on your career goals.”

Role Purpose

DOA is looking for a Full Stack Developer to join the Tech & Innovation team and support the development, maintenance, and continuous improvement of B2B and B2C insurance applications for leading client brands.

This role combines hands-on development with operational support across live systems. The successful candidate will help reduce pressure on senior developers by supporting investigations, reducing technical debt, delivering system enhancements, and maintaining existing applications, while continuing to build their own capability.

You will work closely with Senior Developers, Delivery Management, and cross-functional teams to build knowledge across DOA's platforms and contribute to scalable, maintainable, and efficient systems.

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The role suits someone who is passionate about technology, adaptable, eager to learn, and interested in modern AI-assisted development and automation practices.

Key Responsibilities

- Develop and enhance applications using Angular/React, .NET, Entity Framework, APIs, and SQL Server.
- Support business-critical systems through bug fixing, issue investigation, and enhancement work.
- Assist with support ownership, including live issue investigation and escalation support.
- Work with Senior Developers to understand technical designs and deliver maintainable solutions.
- Participate in code reviews and follow agreed coding standards and best practices.
- Assist with releases, deployment validation, and environment troubleshooting where required.
- Investigate logs, monitoring alerts, and system behaviour using tools such as Graylog, Sentry, and App Insights.
- Contribute to technical debt reduction and continuous improvement initiatives.
- Support QA and testing by reproducing issues and validating fixes.
- Maintain clear documentation for APIs, modules, workflows, and operational processes.
- Participate in Agile ceremonies, sprint planning, and technical discussions.
- Use AI-assisted development and support tools responsibly to improve efficiency and delivery speed.
- Support automation and process improvement initiatives where appropriate.
- Provide guidance and support to Junior Developers through day-to-day collaboration and mentoring.
- Demonstrate ownership, accountability, and responsiveness in a fast-paced delivery environment.
- Occasionally support out-of-hours releases or urgent production issues when required.
- Work to the highest standards in line with FCA Conduct Rules.

The Conduct Rules are as follows:

- You must act with integrity
- You must act with due care, skill and diligence
- You must be open and co-operative with the FCA, PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct.
- You must act to deliver good outcomes for retail customers.

Experience & Knowledge

- Strong understanding of object-oriented programming, SOLID principles, and clean coding practices.
- Experience developing and supporting web applications.
- Hands-on experience with Angular/React, .NET, SQL Server, APIs, and Entity Framework.
- Strong debugging and problem-solving skills.
- Experience working with existing or legacy systems alongside modern development practices.
- Experience working in Agile or fast-paced delivery environments.
- Familiarity with logging, monitoring, and investigation tools such as Sentry, Graylog, or App Insights.
- Understanding of deployment, release processes, and support workflows.



- Ability to investigate issues independently before escalation.
- Familiarity with Git, source control, and software development lifecycle processes.
- Ability to learn unfamiliar systems and technologies quickly.
- Genuine interest in AI-assisted development, automation, and modern engineering workflows.

Desirable

- Insurance or financial services experience.
- Exposure to Azure DevOps and CI/CD pipelines.
- Experience with Power BI, Power Apps, or automation tools.
- Understanding of cloud platforms, infrastructure basics, and cyber security fundamentals.
- Experience in support-heavy or operational environments.

Skill Set

- Excellent organisational and administrative skills.
- Good relationship-building and stakeholder management skills.
- Strong communication and collaboration skills.
- Calm under pressure and able to manage changing priorities.
- Strong IT literacy, ideally Microsoft Word, Excel and PowerPoint.
- Positive, proactive, and solution-focused attitude.
- Curious mindset with a passion for learning and continuous improvement.
- Ability to work independently and as part of a team.
- Commitment to FCA Conduct Rules, including acting with integrity, due care, fairness, and delivering good customer outcomes.
- Open to AI tooling and process improvement.
- Able to think critically rather than relying blindly on AI-generated outputs.
- Passionate about technology and continuous improvement.
- Positive approach to feedback, mentoring, and personal growth.

Signatures

Employee	Date
Manager	Date

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