

Want to open up your future?

We're open to you



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Working at Opencast

Are you looking for work that makes a difference? Do you want to work with people who learn and grow together? Do you want to change and improve the future of technology that impacts millions of people's lives?

If so, Opencast could be the place for you. We're a growing tech consultancy that creates human-centred solutions for our clients at the heart of government, healthcare and purposeful businesses.

open to new ideas?

open to doing tech differently?

want to **open** up your future?

we're **open** to you

Purpose

why

Making life better
through the power of
people & technology.

Mission

what & how

We deliver human-focused solutions to the challenges our clients face. We do this by harnessing the potential of people and working together to ensure technology is done in the right way.

Vision

impact

Make a positive impact on society through solutions that are simpler, more sustainable and fairer for all.

What we do and what makes us different

We were founded in 2012 and from the start our business was set up as a different type of technology consultancy, one where purpose and making a positive difference was part of our DNA. If that excites you, we hope you'll be interested in joining us to work towards building that future.

We specialise in designing and building digital solutions that are easy for people and businesses to use. We work to make an impact at scale, deploying cutting-edge technology to deliver better digital experiences and performance in services that support millions of people. And we share our knowledge and expertise to help our partners succeed. Whether you're a consultant or part of our core company functions, if you join Opencast you'll be working towards that same goal.

As part of that commitment, we achieved our B Corp status in 2024. But it's not only about doing the right thing – it's also about growth. We are one of the fastest-growing companies in the UK according to The Sunday Times. Our ambitions mean more opportunities for us to make a positive impact and for you to grow your career.



Types of roles

We've made our name providing industry-leading software development and support services and are building a reputation for delivering full end-to-end enterprise solutions.

That means we're with our clients right through the journey – from the initial strategy and architecture, service and user-centred design, through build, platforms and support.

To do this, we look for people to fulfil two types of roles: consultants who work with clients and deliver the technical solutions for their end users, and core company function roles who are the support network that makes everything happen behind the scenes.



Consultants sit within one of three capabilities:



Engineering & architecture

- Architecture
- DevOps
- Quality assurance
- Software development



Product delivery

- Agile delivery management
- Business analysis
- Data analysis
- Product management



User-centred design

- Content design
- Interaction design
- Service design
- User research

Our core company functions are:



Core functions

- Office of CEO
- Capabilities
- Operations
- People
- Client & Commercial
- Finance

Where we're based And where you'd work

We're a national company with locations across the UK. Our HQ is in Newcastle upon Tyne and we also have hub offices in London, Edinburgh and Glasgow. If you're based outside those locations, we have hybrid city communities in Birmingham, Bristol, Leeds and Manchester. These are office spaces available for use by teams whenever needed, rather than permanent offices.

All our roles are hybrid. If you join us, your working time will be split between multiple locations, including our Newcastle HQ and hub locations, client site or home. This allows our people to be able to work together, feel connected and deliver great outcomes.

Spaces
Edinburgh



HQ
Newcastle



For consultants, travel is a part of the role and can vary in frequency, and considers the requirements of your work, our clients and your team. Some of our clients are located near our office and hub locations but we also have clients in Darlington, Sheffield, Telford, Coventry and Worthing.

For core company functions, your role will require travel to one of our Opencast Hubs or HQ, depending on your location. This can vary in frequency and your team will consider the best ways of working to deliver great outcomes.

As a business, we believe strongly in the value of working together, face-to-face. In-person meetings can result in more productive collaboration and help to build the trust needed for our teams to succeed. Hybrid working at Opencast means all our people will be in the right place at the right time to deliver their work and have the best possible impact.

Office
location

Hybrid
location





How we work

We're inclusive, creative and collaborative. Our people are honest, hardworking, open and confident – if you're a smart self-starter who is happy to think independently and always ready to chip in when you see a change that's needed, you'll fit right in.

That includes picking up the milk if it's there when you arrive for work. Working at Opencast, you'll definitely hear the mantra,

“ Don't step over the milk. ”

Our values

All our work is guided by five core values, which are common to all our people.



We build trust

We tell it as it is. We are honest and open. We won't over-promise or under-deliver.



We enable people

We provide innovative teams of self-starting thinkers, who thrive on taking responsibility for their work.

We work together

We are partners. We collaborate with clients to solve the right problems and are committed in our work to helping them to the right outcome. We build strong teams and encourage clients to grow.



We do the right thing

We always work to do what's best for our clients and their users. Our independence means we are not tied to corporate restrictions or any technology vendor. We're flexible and ready to invest in services that help you.

We make a difference

We want to make a positive impact on society, whether through skills development, diversity and inclusion, accessibility or charity giving.



Our Leadership team

We're not big on hierarchy. To keep the organisation nimble and responsive we do have a reporting structure, but we're looking for innovators and thinkers who thrive on responsibility and making a difference. We empower our people and provide them with the support to do the best job possible.

In your time at Opencast, you'll no doubt meet all our executive team, whether you see them on stage at a conference, ask them questions at our bi-monthly exec Q&A or chat to them in the kitchen. In the meantime, here are some details about who they are and what makes them tick

His role: Tom has been our Chief Executive since 2020, overseeing the growth of the business from a regional North East-based organisation of 80 people to a UK-wide operation with nearly 500 people. Named as one of LDC's Top 50 Most Ambitious Business Leaders of 2023, Tom has completed the prestigious Advanced Management Programme at Harvard Business School and has nearly 20 years of experience shaping, leading and delivering significant business and technology change programmes.

Outside work: Tom spends time at the gym, cycling, skiing, cooking and coaching his daughter's U8 football team.

Fun fact: He's a super recogniser - able to memorise and recall thousands of faces, often having seen them only once!



Tom Lawson
Chief Executive



Charlie Hoult
Exec Chair

His role: Charlie is our founder and has therefore, in own words, been at Opencast "forever". He leads the Supervisory Board, networks with a range of UK leaders, and works on growth paths for the business, including consideration of acquisition targets, corporate finance and IP spinouts.

His background: Charlie is a serial entrepreneur and family business leader, being the fourth generation to run Hoult's Yard Hubs. He's founded several businesses, including Loewy Group and North East tech network Dynamo. He is a founder/angel investor in tech recruitment firm Futureheads.

Fun fact: Charlie's great-grandfather composed the theme tune for Radio 4's soap opera The Archers, which is the most played piece of music on the BBC.



Jen Blundell
Chief Capabilities
& People
Officer

Her role: A strong advocate of the 'servant leadership' approach, Jen leads our People functions and consulting capabilities. She works to create a place where everyone can prosper, and where the needs of our clients and the business are thoughtfully balanced with our team's well-being.

Outside work: Jen spends much of her weekends providing a taxi service for her eight-year-old. When she has the time, she enjoys keeping fit, cycling and tennis. She's also a huge fan of Lego, especially large sets that are built over several weekends.

Fun fact: Jen is a retired footballer. When she was first starting out she joined Croydon WFC, who played and won the Premier League and FA Cup. Although Jen mainly played for their Reserve side, she got to play against legends like Alex Scott and Kelly Smith.

His role: James oversees Opencast's financial health and strategy. He's responsible for planning, forecasting and managing cash flow to ensure stability and growth, and creating an environment of financial stability and regulatory compliance. This enables Opencast to pursue a strategy which balances growth and profitability with wider societal impact, making life better for all.

Outside work: James will be cycling, playing/listening to/reading about all things music and renovating a very old house in Yorkshire.

Fun fact: He got married at Chateau de la Motte Husson (Dick & Angel's cha-teau from the TV programme).



James Hodgson
Chief Finance
Officer

His role: Andy leads the Client team, building strong client relationships, ensuring we deliver and that we have strong commercials to grow revenue. His team is responsible for growth and demand generation from all key clients, which generates opportunities for our consultants to deliver impactful and purpose-led services and outcomes.

Outside work: Andy loves to build and repair things: he has a real love of classic cars and not forgetting Lego! He's also getting back into a long lost love of playing golf... but it's early days there.

Fun fact: He's embraced 'van life' and gets away in 'Sulley' all over the UK and Europe as often as possible with his wife Amanda and their dog, Cassie.



Andy Foskett
Chief Client &
Commercial
Officer



Why work at Opencast?

The benefits of being part of our team

What makes the ideal job? For most people, it's a balance between interesting and impactful work, a supportive environment, lovely colleagues, a fair salary, progression opportunities and great benefits. We recognise that these are all important - here's how we aim to make that happen:



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Making an impact

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A focus on your wellbeing

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Justice, Equity, Diversity and Inclusion (JEDI)

5

Development & progression

Benefits



Making an impact

We work at the heart of UK government, healthcare and innovative business to support critical systems and services which are used by millions of people.

By joining us you'll contribute to helping us to deliver our purpose of

'Making life better through the power of people and technology'.

Whether you're part of a team improving the accuracy of prescription drug information for the UK's pharmacies, making the UK's social security system easier to navigate, or helping Opencast become a more just, equitable, diverse and inclusive organisation, your work will make a real difference. You'll be contributing to healthier, happier communities, helping to create a fairer economy and playing your part in looking after the planet.

We also have a set of programmes that will enable you to do different kinds of purposeful work across a range of organisations and challenges:

- **Pro-bono and low bono projects serve non-profits, local government, and purposeful SMEs such as B Corps**
- **Skills-based volunteering enables each of us to put our talents in the service of our communities**
- **OpenSpaces which allows non-profit organisations to make use of our HQ facilities for free**

We recognise that we have a responsibility to bring on future talent, which we do through our STEM Ambassador and work experience programmes.

All this is underpinned by a commitment to being a purpose-driven business. As a B Corp, we take our responsibilities seriously, working towards a business model which challenges norms and places an emphasis on positive impact and minimising negative outcomes. We're also a signatory of the Better Business Act which campaigns for social and environmental impact to be considered alongside profitability as core goals of any business.



Collaborative and inclusive work environment, strong focus on employee wellbeing and work-life balance, and opportunities to work on impactful and meaningful projects.



A focus on your wellbeing

Your wellbeing matters to us and it's something we prioritise at Opencast. We try to bake this into our culture, whether that's ensuring our salaries are aligned to industry standards to creating a safe, inclusive environment.

We are focused on providing a psychologically safe workplace where people are respected, valued and listened to. We have multiple feedback mechanisms where you can share your views and tell us the changes you want to see, as well as opportunities to ask questions of leadership so you have visibility on the things that matter to you.

We run social events for our people throughout the year, from big conferences to smaller employee-organised activities like hikes, football, cultural celebrations and socials. And we also offer perks like free hot drinks, fruit and breakfast cereal.



If you're facing challenges, we have an Employee Assistance Programme for support, as well as mental health first aiders and menopause champions you can turn to. All of our people have access to our wellness platform, which offers support through free webinars, podcasts & more, so whatever your life stage or needs, you can get advice and support. And we offer practical support such as SAD lamps and other reasonable adjustments you might need.

We're here to make work as comfortable, inclusive and supportive as possible and we encourage our people to let us know what they need.



Justice, Equity, Diversity and Inclusion (JEDI)

JEDI lies at the heart of what we do as a business. We're focused on creating a workplace where all identities, attributes, ways of thinking and backgrounds can succeed and thrive.

We recognise that it's essential that we are not only focused on diversity but also on creating opportunities for our people to be seen and heard at all levels. This is not only the right thing to do, but also essential if we're to deliver the best outcomes for our clients and wider communities. We want to ensure that the diversity of our people reflects the population as a whole, so we can deliver solutions that create a fairer society for all.

We're always striving for improvement, so we've worked with Clear Company to identify where we can do more to grow inclusion within the business. We have set up Employee Resource Groups (ERGs) which allow our people to shape how we change as a business, to elevate minority voices into the spotlight and to bring people together who have shared experiences.

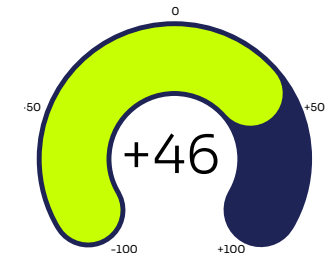


Opencast is a genuinely inclusive place to work. There are employee networks for many aspects of DEI, including race, religion, LGBTQ+, disability and neurodiversity.



We celebrate the diversity of our people through events such as Black History Month, Pride and Diwali. We also grow our understanding of different lived experiences through talks on neurodiversity, menopause and seasonal affective disorder. Alongside this, colleagues share their own personal stories as part of our *Being Me* series.

Our people's score for DEI
(average score for 2025)



We understand that it's important to not only set our own focus on this area, but also to work with other organisations to ensure that we're meeting recommended standards. We have a number of different accreditations and certifications in connection with our inclusive approach:





Your development at Opencast

At Opencast, we believe that having opportunities to learn, grow and develop is central to a fulfilling career. We're committed to supporting you every step of the way to help you perform at your best and reach your full potential.

Throughout your time with us, you'll have regular conversations about your development, supported by a personalised Professional Development Plan (PDP) that helps guide your learning and career growth.

How support works depends on your role::

If you're a consultant, you'll be paired with a People Experience Partner (PEEP) who will advocate for your needs, help you perform at your best on client projects, and coach you to drive your career forward through professional development planning. You'll also have a Practice Lead, who steers the direction of your Practice and your technical growth.

If you work in a core function, your line manager will support both your development and performance, helping you identify opportunities to learn, upskill and grow.



We've adopted the SkillsBuilder Universal Framework to define the essential skills that apply to all roles and levels. These are complemented by team-specific technical skills frameworks and playbooks that outline the knowledge and skills needed to succeed in your role. Together, these tools provide you with a clear view of how you're developing and where to focus next.

You'll be encouraged to continuously learn, stretch and grow throughout your time with us. Whether you're new to your role or looking to take on new challenges, we'll support you in building the skills, experience and confidence you need.

You'll have access to a range of support to help you grow, including:

- An Individual Growth and Development (IGD) fund for learning activities linked to your PDP
- Access to LinkedIn Learning for all permanent people
- Opportunities to engage with Communities of Practice, peer mentoring and coaching, and a range of learning resources to support your ongoing development.



Benefits

We're working towards a vision where we offer a total rewards and benefits package that meets our people's needs and adapts to their expectations and motivations. It's a journey but we're making good progress. Here are the benefits we offer:



Financial

Salary

- Benchmarked and aligned to industry standards
- Advertised salary ranges on our job adverts so you know the pay scales in advance
- Transparency about salary bands across the whole company

Pension

- 7% employer pension contribution

Other financial benefits

- Share options
- Income protection
- Discretionary bonus scheme
- Death in service: 4 x annual salary
- Financial education service
- Electric vehicle leasing scheme
- Discounted electric vehicle charging at our Newcastle HQ



Work life balance

- 25 days holiday plus 8 bank holidays
- Option to buy up to 5 additional days holiday per year
- Enhanced sick leave - 6 weeks' full pay
- Flexible working policy
- Enhanced primary and secondary caregiver leave for new parents, including birth, adoption and guardianship
- 2 paid Carer's Leave Days per year to support those with caring responsibilities for others
- Up to 3 paid life happens days per year if you need to take unexpected leave



Health and wellbeing

- Salary sacrifice private health care scheme
- Employee assistance programme
- Private counselling
- Mental health first aiders
- Cycle to work scheme
- Breastfeeding policy and dedicated breastfeeding space in our HQ
- Health cashback plan including shopping & gym discounts
- Virtual GP and second medical opinion
- Financial support for homeworking set up
- Wellness Cloud - our wellness platform for each stage of life, with free access to webinars, podcasts & more



Giving back

- Matched funding on employee fundraising, up to £250
- Give as you earn scheme
- Impactful volunteering (pro-bono and low-bono projects) and opportunities to work on client projects with impact organisations



Other benefits

- Dedicated growth and development fund
- Fresh fruit, snacks, and cereal available in the office to keep you fuelled throughout the day

Want to join us?

Here's all the information you need



Finding vacancies

All of our current vacancies are listed on our website at opencastsoftware.com/careers/vacancies/.

If you're interested in joining us but not quite ready to make the move, you can also find future opportunities on our website. This allows you to start the process of discussing a move to Opencast without the commitment of making a change right now.

And if you want to find out a bit more about what it's like to work for us, check us out on:



Glassdoor
for reviews

LinkedIn
for company
news



Instagram
for more about
our culture and
working for us

Before you apply

Want to chat to someone before you apply?

We try to put the information you need in the job advert but we know that there's nothing as good as chatting to someone about the role. That's why we set up **Open Door**. It's our workplace AMA: chat to us about tech questions, the type of work you'd be doing, what it's like to work for us or simply get to know the team a bit better.

If you want to do this, just drop us an email at opendoor@opencastsoftware.com and we'll connect you with a member of the team you would be joining.



Getting the most from the interview process

We like to keep our interviews relaxed so we can get to know you and see the best of what you can do. Here's a little more about what to expect:

We interview on Microsoft Teams. This will usually be with members of the team you'll be working with, as well as people in other departments who will chat to you about your values and ways of working. This also gives you a chance to find out more about different people's experience of working at Opencast.

Accessibility and inclusion during the interview process

We're committed to supporting you in getting the best experience from the recruitment process. This includes ensuring that we're as inclusive as possible, so if you need any adjustments to any stage of the interview process, please do let us know.

You don't need to have a registered disability to ask for these.

Disability Confident

Opencast is an accredited Disability Confident Employer. We offer a guaranteed interview to applicants with a disability who meet the minimum criteria for the role. If you'd like to be considered under the Disability Confident Interview Scheme, please tick the relevant box when completing your application.

We take a flexible approach and want to ensure you have fair access. Some of the adjustments that we can make might include:

- Extra time in interviews
- Ensuring videos are on (this is the norm for our interview process)
- An additional prep call from the recruitment team
- Turning on transcriptions
- Access to additional software or web extensions
- Option for in person interview, rather than online
- Asking one question at a time
- Interview question themes

If you'd like to discuss any of these requirements, or others we have not listed, please chat to the recruitment team. We're happy to help and if you need any adjustments, it never impacts our consideration of you as a candidate.

Ready to apply?

If you've found a role that looks right for you, fill in the application form online – there's a link at the bottom of every job ad.

Our recruitment process is the same, regardless of whether you came direct, via an agency or through a referral from one of our people already working at Opencast – but it does vary a little by role. Find out more about how it works for each role at

Find out more about how it works for each role at opencastsoftware.com/careers/recruitment-process but overall, our recruitment process is:

Send us your CV

Fill in the online form for the role you're interested in. Our recruitment team will review your application, to see if your skills and experience are right for the role.

Chat with the team

We'll contact you for an informal chat to learn more about you, share details of the role and let you know about life at Opencast.

We're a Disability Confident Employer. Please let us know if you need any reasonable adjustments ahead of your interview.



Your CV will be reviewed by the team you'd be joining

They will look to see how your skills align or transfer to the role.

We'll invite you for interviews to get to know you better

Most roles have a couple of stages of interviews, possibly including a practical exercise. This is an important process not only for us to understand more about your experience and values, but also for you to ask questions and see if Opencast is a good next career step for you.

You'll get feedback about the outcome

We'll chat through the outcome with you. Regardless of the outcome, we'll share feedback with you in whatever way suits you.

If you're successful: congratulations, we'll talk through next steps to starting your new role with us.

If not: we'd love to see how your skills and experience develop and see you back in the process in the future.

We know how important it is that you know how you're progressing throughout the process. You'll have a dedicated contact within the recruitment team who will stay in close contact and keep you updated at every stage. They're only a phone call away if you want to have a chat.

Some tips for preparing for your interview

We know that interviews can sometimes feel overwhelming, so here are some tips to make the experience go smoothly – and maybe even make it fun.

Before the interview



Keep chatting to your contact in the recruitment team

Get in touch with us if you require any adjustments for the interview, encounter any problems or are unable to attend. Be honest with your questions and concerns – we're here to help.



Prep your technology and pre-reads in advance

Ensure you have thoroughly read any pre-information and that you've downloaded any relevant links and software. Test everything well in advance, to avoid any last-minute stress.



Be conscious of the environment around you

Make sure what's around you on screen looks professional, and you're in a quiet area with no distractions. Check the room is well lit so we can see you well.



Ensure you have a good internet connection

You'll need to have your camera on for the duration of the interview. Check in advance to make sure your connection is good.



Think about questions you'd like to ask us

Interviews are a two-way process, so do think about anything you want to know. It's a great opportunity to find out if Opencast is a fit.

During the interview



Silence your phone

Pop your phone and laptop notifications on 'do not disturb.' Children and pets don't have an off switch, but technology can be muted to ensure they don't distract you during the interview.



Don't worry if life happens

If you're interviewing from your home, don't worry if your dog starts distracting you or your baby starts to cry. We're all human and we've all had this happen. If you need to take a moment to deal with it, just let us know. We understand.



Be there on time – or a little early

Join the call five minutes before it's due to begin to avoid glitches and show you're keen.



Be yourself

When answering questions, take your time, be honest and professional but don't be afraid to show your personality and passion! We're often as interested in how you got to the solution as the answer itself.



Keep your answers on point

Try to keep your answers detailed but focused. The STAR format (describing the situation, task, action, and result) really helps with this.



I love the culture and the people at Opencast. I feel trusted to get on with my job and know others will too





Want more information?

To chat about potential roles?

To understand how you might develop your career at Opencast?

We're open to a chat.

Contact our recruitment team on



careers@opencastsoftware.com

Want to see our current vacancies? Visit



opencastsoftware.com/careers/vacancies



on [LinkedIn](#)



on [Glassdoor](#)