

An engineering challenge: providing flexible access to care

As head of engineering at Mable, I work with a dedicated team to provide a platform for flexible care options to those who need it.

My journey to Mable

Looking back at my childhood and adolescent years, it's obvious now that I was going to be an engineer. I started programming in primary school and kept at it. It fascinated me enough that I naturally fell into a computer science degree and, from there, into a software engineer role.

What started as a love for programming soon grew into a deep fascination with the results it could produce in the long term. I became interested in machine learning and artificial intelligence and went back to uni to pursue a PHD in that field.

After spending the better part of the next decade working with start-ups and bringing together my data science and software development skills, I found myself more and more drawn towards the thing that makes companies tick - the people.

I knew a management role was the next logical step in my career, and at the same time, I wanted to challenge myself.

I joined Mable as the Head of Engineering in 2019, and it soon became apparent that I had made the right choice. For me, it's the best of both worlds. I'm still embedded in the technical side of things which I find deeply fascinating, and I also lead a team and look out for their wellbeing and professional needs.

Engineers at Mable

Early on in my career, I often felt torn between my interests. I wanted to pursue everything all the time, and it took a lot of introspection to realise that that just wasn't possible, nor was it a practical way to pursue a career path.

I've realised that while technology is essential, the people who use it are the true assets. At Mable, I lead a team of 65 people, and the most important element of my job is making sure they can excel.

We hire talented people here at Mable, and we want to make sure they can use those talents to everyone's advantage. That means I need to make sure they have the technical and human resources that they need at their disposal.

My technical background means I understand the technology my team works with and how best to utilise it. It blends together the two things I most enjoy - tech and people.

One of the most significant projects we've worked on recently is making our platform accessible. As service providers to the elderly and those living with a disability, this was a no-brainer. We obsessed over the tiniest details to ensure the platform was as inclusive as we could possibly make it.

It was a fun project for the team to tackle, and the feedback from users has been great. There's nothing quite like knowing that your platform has made a real difference in the life of an older person living at home, supported someone living with a disability, or allowed a parent to go back to work knowing their special needs child is being well looked after.

What's different about Mable

The problems we are trying to solve at Mable are truly complex. Still, the rest of the Mable team and I know there are no two ways about it - disability support is crucial to so many people's lives, and everyone deserves to have access to the help they need.

The culture at Mable is very collaborative. We're all in it to solve this complex challenge together, which creates a great sense of teamwork where everyone is heard and respected. Every single team member brings something unique and valuable to the team.

I find the most significant metric of our success is the growth we've experienced and the impact we've had on our clients' lives. I've only been at Mable a short while, but in that time, we've grown from an organisation of about 50 people to well over 200. My team went from seven members to 65 in that time.

It feels good to put my curious brain to work on this kind of challenge. I get to be surrounded by passionate people, and I know we're contributing to a kinder, more equal world. That's a great feeling.

If you think Mable sounds like the place for you, join us: <https://mablecareers.recruitee.com/>

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Working at Mable is a truly eye-opening experience. For me, it brings together two things I love - tech and people.

The Engineering team at Mable works to make the platform accessible and allow our users to pick the level of care they need when they need it. It truly makes a difference in people's lives and independence, and for me, that's a goal worth working towards.

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