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| **Role title:** | Engineering Lead | **Responsible to:** | Head of Engineering & Architecture |
| **Division:** | Member Experience, Digital & Data | **Department:** | Engineering & Architecture |
| **Direct Reports and Level:** | 3 direct reports | **Scope:** | Accountable for engineering standards and practices for MPS |
| **Scale:** | 3 direct reports  Up to 7 indirect reports  Lead community of engineers across MPS (matrix managed)  Income – NA  Budget - NA |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Digital, Data and Change |

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| **Overall Role Purpose** | |
| The Engineering Lead will be responsible for working with architecture, infrastructure, engineering, platform and information security teams ensuring consistency of engineering best practices, supporting both internal IT teams and setting engineering guardrails and process alongside strategic technology partners.  Directly responsible for the software and test engineers, the role will also be expected to mentor and coach individuals throughout the engineering function as well as working collaboratively across MPS delivery and platform teams. | |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Set the standards and best practices for application and test engineering. Work to ensure this is embedded across all change * Work with the respective domain specific engineering leads to ensure standards and best practices are set for all other domains (security, data, DevOps, platform and infrastructure) * Create and foster a culture of an engineering community to ensure consistency across domains and cross-skilling opportunities within the community. * Work with our 3rd parties / strategic partners to ensure engineering standards are built into contractual agreements and ways of working. * Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, SLA’s, SLO’s & SLI’s financial targets and great member experience and outcome. * Identify emerging trends and define strategies for adopting new technologies within the engineering domain. | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan * Financial performance Vs plan * Operational Metrics vs SLAs * Delivery of Engineering standards – actual v plan |
| **Financial**   * Provide business case recommendations on business impacts and engineering resources required to implement solutions which are cost effective * Ensure that all spend is managed within organisation policy reporting on variance to budget to the MEDD leadership team. | * Operational budget Vs Plan * Project Quotes v actual cost at end of project |
| **Member**   * Ensure all standards and practices benefit the members and align to the overall strategy and goals of MPS * Support the development and delivery of all necessary systems, policies and procedures which enable value for money for members * Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs and great member experience and outcome. | * Net promoter score * Member satisfaction survey results vs plan * Stakeholder feedback * Operational Metrics vs SLAs * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores |
| **People**   * Provide leadership to deliver exceptional coaching, training, competence, performance and engagement of the team ensuring clarity of the team’s accountabilities and compliance to all governance, policy, standards and procedures * Contribute to a strong pipeline of talent and succession across MEDD for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of colleagues. * Promote an inclusive environment, which aligns with our commitment to celebrate and promote diversity. | * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores * Team Engagement Index Vs MPS * Team Leadership Index Vs MPS * Team Inclusion Index vs MPS * Strong Talent and Succession Plan |
| **Risk**   * Ensure all standards and practices include ‘secure by design’ and non-functional requirements up front. * Work with the platform team to ensure the Infrastructure as Code and CI/CD pipelines include all necessary security and non-functional tests as part of the gated process. * Contribute to an environment where all colleagues in engineering and Change recognise the importance of risk identification and management * Identify and report risks and issues identified within Engineering and change delivery teams and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable) * Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security. | * Risk & Control Self- Assessments * QA Audit Actions * Internal and External audit outcomes * Report supplier risk * Report supplier audit actions |

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| **Responsibilities (RACI)** | |
| * Lead a team and community of engineers, providing technical guidance, mentorship and ensuring alignment with delivery goals, ways of working and industry best practices. * Ensure alignment to Agile delivery team ways of working and best practices:   + Champion Agile engineering best-practices, processes, and tools in support of DevOps and Platforms   + Foster an inclusive, safe environment for the shared success of continuous delivery   + To role model as a solutions provider working closely with Product Owners, Solutions Architects and Scrum Masters/Delivery Leads. * Ensure secure code by design:   + Ensure DevSecOps practices are embedded into the software and infrastructure pipelines.   + Review code scans with engineers and developers to ensure that coding best practice and security vulnerabilities are identified and managed. Support other engineers in raising any exceptions with Information Security so that any associated operational risk is identified, assessed, and managed.   + Collaborate with external software delivery partners to ensure best practices are followed and aligned where possible.   + Code is under central version control, code is aligned to operational requirements such as stability, reliability, maintainability, continuity and performance * Review and implement improvements to existing code review practices and tooling * Ensure coding practices are aligned to APIM and observability/monitoring tooling * Responsible for ensuring all engineering compliance, risks and issues are understood and highlighted to senior management as they arise * Collaborate with Cloud/DevOps engineers to refactor Azure DevOps (ADO) projects, update CI/CD pipeline templates as necessary, and configure pull request templates to ensure code quality and security. * Keeping abreast of advancement in Engineering practices and recommending change where required * Detailed / Low-Level Design   + Participate in design workshops to ensure that engineering needs are met.   + Work with 3rd parties and other subject matter experts to incorporate engineering best practices into any required low-level implementations of components. | |
| **Key Governance Responsibilities** | |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Certified Software Engineering Master (SEMC) / Microsoft Certified Solution Developer (MCSD) or equivalent. * Any relevant Microsoft Engineering or Developer certifications, such as:   + AZ-400 – Designing and Implementing Microsoft DevOps Solutions   + AZ-104 – Microsoft Azure Administrator Certification * Proven web applications development experience - C#, .NET, .NET Core, Asp.Net, MVC, web API, Blazor, TSQL, Bootstrap, JavaScript | * Ability to engage and challenge at all levels; strong influencing skills coupled with tenacity and resilience. * Good coaching and development skills – the ability to help develop and grow engineering communities. * Good organisational skills * Ability to work to tight deadlines. * Excellent attention to detail * Ability to communicate clearly and effectively. * Working as part of a team, contributing to achieving team targets * The ability to work effectively across several concurrent projects * Can operate at both a big picture and a detail level with ability to act as an agent for change for both * Courage to challenge * Resilient to challenges | * Strong practical technical background in the following Core Tech: Azure Cloud, Azure DevOps, Observability tooling Azure Data Platform, .NET/C#, PowerShell, Power Platform, Terraform, YAML, Dynamics 365, SharePoint Online, Office365. * Proven experience of leading engineering teams and communities in a commercial environment. * Experience of using Azure DevOps * Experience of working within a variety of project delivery methodologies incl. agile and waterfall |
| **Desirable** |  | * Strong presentation skills |  |