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**Job Title:** Engineering Manager  
**CFBU/Function:** Numark Digital  
**Dimensions of the Job:** 6 x direct reports  
**Reports to:** Head of Digital Technology  
**Location:** Runcorn / Remote

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**Job Summary:** Supporting your team to build, maintain and support high-volume, high-performance, high-availability applications and platforms.

To lead on recruitment and development of engineering talent. Direct people management including on-on-ones and coaching.

Lead on technical delivery and own and continuously improve technical standards and practices. Provide architectural guidance, direction and consultation.

Advocate and evangelise for best practices including providing appropriate training and support. Foster a culture of technical innovation.

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- Responsibilities:**
- Leading on recruitment and retention of engineering talent.
  - Maintaining a talent pipeline through recruitment, development and mentoring of junior team members.
  - People management including holding regular one-on-ones, coaching, setting objectives and evaluating performance.
  - Forecasting resource requirements to support product roadmap.
  - Working with third-parties to scale engineering capability.
  - Leading development of overall engineering standards, patterns and practices.
  - Ensuring that technical standards are being followed by colleagues and third-parties.
  - Driving continuous improvement in the performance and resilience of our live services.
  - Providing architectural guidance, direction and consultation.
  - Supporting delivery teams with specific technical challenges.
  - Encouraging technical innovation in our teams.
  - Writing code, performing code reviews and pairing with teammates.
  - Promoting diversity, team spirit and a sense of mutual responsibility to deliver customer excellence.
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**Key Experience,  
Knowledge, Skills &  
Qualifications:**

**Key Experience**

- People management including recruiting, developing, mentoring, and coaching engineers.
- Working in multi-disciplinary product teams; communicating and collaborating with product owners, designers and other managers and stakeholders.
- Designing and developing high-volume, high-performance, high-availability applications.
- Experienced Continuous Delivery practitioner. Experienced training colleagues, defining strategy and approach.
- Experienced in Test Driven Development. Able to evangelise, train and support around best practices.
- Comfortable coaching on agile practices and processes.
- Capable of coaching others in Pair Programming.
- Experienced working with third-parties to scale engineering capability including working with mixed and wholly outsourced teams.

**Knowledge and Skills**

- Excellent understanding of (and working experience with) full infrastructure stack.
- Strong programming skills in Java and likely multiple other languages.
- Demonstrably capable OOD practitioner, familiar with common principles & practices.
- Motivated to continuously improve and achieve excellence.

**Qualifications**

- While a degree in software engineering or similar is desirable, significant practical experience of the key responsibilities of the role is of greater importance.

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**Key Interfaces:**

External – IT / Digital suppliers and providers.

Internal – Senior Leadership Team, wider IT and Digital Teams including Product Management and Marketing.

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### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

**Business**

**Customer**

### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

**Quality**

**People**

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement