Engineering Manager

TSB

Purpose

This role is responsible for management of the people and teams with ownership of TSB's internal and external platforms and services, ensuring they are operational 24x7. You will be part of a collaborative team responsible for adding value to our business through technology and data. You will have the responsibility to managing the capability and capacity required to ensure the Bank's systems reliability, delivery productivity and optimising the effectiveness of teams through internal and external capability management.

Role dimensions

- **Reports to:** Head of Engineering
- **Department:** Technology
- **Direct Reports:** Yes
- **Financial Authority:** N/A

Person specifications

- 10+ years in managing IT teams, preferably in a 24x7 real-time environment
- Passionate about people, and building a high performing team
- Strong and proven people leadership
- Experience in adaptive/Agile IT environments.
- Prior experience in IT budget development and management.
- Experience in managing Vendors including contract negotiation

Role specific areas of responsibility

- Lead allocated engineering disciplines within the engineering team, effectively managing capacity, developing high performing capability and ensuring delivery against agreed KPIs
- Lead and direct the standards and practises of allocated engineering disciplines across platforms
- Establish and maintain strong relationships and contracts with Vendors to ensure that TSB systems remain fully supported
- Undertake financial planning for annual operations and processing (includes scale and capacity planning), and contribute to the development of long-term technology strategies, ensuring the Bank is well positioned for the future
- Actively encourage and facilitate the development of self and others. Seeking opportunities for continuous professional development, guidance and feedback on performance
- Identify and execute initiatives to build and maintain high levels of team engagement and motivation
- Manage on-call rosters such that they are appropriate to cover 24x7 support for the Bank's operations and provide 24x7 support for incident resolution
- Manage overall capability and capacity to ensure the ongoing availability of services through proactive maintenance and monitoring of system components and processes, maintaining appropriate standards and documentation
- Collaborate with teams, stakeholders, Product Leads & Platform Leads to ensure that business outcomes are understood, appropriately resourced and considered regarding regular risk assessments of services identifying technology risks and developing appropriate mitigation strategies are undertaken

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.