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| **ROLE Title:** | **ENGINEERING MANAGER** | **DAte:** | **FEBRUARY 2025** |
| **GRADE:** | D/E | **Business Unit:** | **DIGITAL PRODUCT AND TECHNOLOGY** |
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| **Role** | **Key Responsibilities:** | **Skills / Knowledge / Experience:** | **Competencies / Values** |
| **Role Purpose**:To lead and manage the end-to-end delivery of production ready functionality across value streams within the Digital Engineering team.Working closely with other Engineering Managers, Head of Engineering, Head of SRE, and other delivery roles to ensure the delivery of best-in-class digital journeys across RACKPI responsibility around team capacity, velocity, release rate and quality.**Reports to:** Head of Engineering**Relationships****Internal:** Director of EngineeringEngineering ManagersProduct ManagersHead of SRETransformation & Change team (PMs & BAs)Data EngineersEngineers outside of your immediate teamDigital TestersFinance Creative StudioHRDirector of Acquisition Director of RetentionDigital Marketing | ***What the role must deliver**** Managing the development and implementation of the RAC’s digital strategy using agile software development techniques, methodologies, values and procedures.
* Entwined with Product Managers and the wider value stream, collectively delivring against the objectives of the team.
* Collectively ensuring that RAC’s Platform team and culture are helping to improve engineering efficiency and quality within the wider engineering function.
* Responsible for the management of external suppliers, building strong relationships and facilitating the design and development of digital platform.
* Liaise with internal teams and non-engineering stakeholders to ensure that all digital changes adhere to best practise and are within company processes and governance.
* Manage the day-to-day operation and continuous improvement of the Engineering team performing regular 121’s, reviews, PDP’s and probationary reviews setting SMART objectives to be continually reviewed to create clarity, alignment and ownership.
* Champions the need to collect and use data for decision making.
* Hands on Engineer, capable of, but not required to, produce/review production code and design solutions
* Acts as a role model and mentor to the team, leads by example, supports and helps enables teams to deliver their best possible work.
* Manage the estimation process at different parts of the project lifecycle providing clear and accurate estimates and assumptions
* Working closely with the DevOps manager to ensure cover 24\*7\*365, supporting releases and incidents as appropriate and delivering appropriate alerting, monitoring, rollback and failover capability.
* Excellent verbal and written communication skills to effectively share ideas with executive team and all colleagues
 | * Proven leadership of product delivery, partnering with effective Product Management in a product-oriented software/SaaS or cloud business. Experience with large or high-volume transactional systems.
* Uses data-driven measurement and evaluation to continuously improve engineering customer value delivery, backlog prioritisation and team learning.
* Extensive experience working in environments utilising Agile, CI/CD, test automation, public cloud, security engineering, high availability/scalability.
* Proven driver of reliable and continually improving release cadence/velocity.
* Demonstrates sensitivity to balancing engineering, product features and UX/design in product decisions and keeps technical debt under control
* Has experience building cloud-based systems where quality, deployment, uptime, performance, monitoring, and technical management at scale are imperative.

**Qualifications/FSA:*** 6-10 years engineering experience, with at least the last 4 in engineering management
* Having successfully led between a “two pizza” product/engineering team as part of a larger technology function within a digital native or large organisation
* Has worked in web or mobile app domains
* Demonstrable knowledge of a broad mix of technologies, significant expertise in at least one.
* Identify and grow existing talent with succession planning and risk management
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| 1 | Interpersonal & influencing skills. | 5 |
| 2 | Judgment & Decision Making. | 5 |
| 3 | Commercial Awareness. | 4 |
| 4 | Leading Change. | 5 |
| 5 | Achievement Drive. | 4 |
| 6 | Customer Focus. | 4 |
| 7 | Team Working | 5 |
| 8 | Continuous Improvement | 5 |

**Values****Handle it Together**Demonstrates and has the courage to positively challenge others. **Expectational Service**Going that extra mile to enhance our customer’s experience.**Raise the Bar**Driven and ambitious to be the best I can be.**Own It**Passionate and committed to making a positive difference.  |