

Job Title	Engineering Manager (Supply Systems & Offshore Development), IT - Kingston	Grade	
Job Number		Department	dnata Travel
Reports To	Director of Engineering	JD date	Mar 2021

Job Information

Type of Role	Safety Sensitive	
	Details/Hazards	

Job Purpose

To manage the Group’s Supply Systems (Air & Ground) software development function for dnata Travel in Kingston. To also be accountable for the internal offshore development capabilities located in Bangalore & St Petersburg as well as providing an interface to any augmentation partners and development resources made available via external vendors.

Providing technical leadership for projects and to provide line management to the development teams. Takes full responsibility for all work delivered by the development teams, ensuring delivery on time, to budget and with a high level of quality. A good communicator able to clearly articulate complex technical issues. Broad knowledge and proven track record of applying development best practices. With strong development project management skills, and experience of multiple software development methodologies including Agile.

Accountabilities:

Execute	<p>The dnata Travel engineering team are responsible for the growth and evolution of an in-house developed travel platform which is being developed and rolled out across multiple brands, departments and teams across the globe within the dnata Travel group.</p> <p>You will be joining a smart, experienced, fast-moving team who continue to explore new technologies, tools & techniques to both grow this global platform and to service the growing needs of the business that the platform supports.</p> <p>As an Engineering Manager, you will be line managing software developers and QA staff within the Kingston, Bangalore and St Petersburg offices and will work closely with programme management, offshore teams, infrastructure and architecture teams, to deliver the product roadmap and allocate skilled team members to support projects and backlogs.</p> <p>You will bring your experience in Agile software delivery to champion best practices within the team and to provide continuous visibility of progress both internally and to external stakeholders.</p> <p>Your team will be motivated and supported through training, mentoring, collaboration & team events. You will manage and communicate career progression and succession plans.</p>
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Competencies	<ol style="list-style-type: none"> 1. Delivery & iterations: Implements quickly and correctly. Demonstrates regular, incremental, and visible progress to the team and stakeholders. Adjusts well to feedback and changing priorities through Agile practices. Note: Iteration means tangible implementations and documents/design with which others can interact. 2. Specifies, organises and anticipates: Turns difficult problems and underspecified goals into achievable deliverables. Anticipates dependencies and needs of stakeholders (other teams, users, customers). Defines success and how it will be measured. Creates plans and roadmaps as needed. 3. Self-motivated learning: Aware of a diverse set of technologies. Familiar with techniques and technical topics out of curiosity. Dives deeper into known and adopted techniques and tools. Uses learning to improve quality and processes. 4. Published artefacts: Creates viewable artefacts intended for the benefit of others within the group. Examples: participates on Yammer and Confluence, speaks at meetups or conferences, arranges and hosts internal brown-bag sessions to include arranging technology demonstrations to the engineering and product teams 5. Recruiting, mentoring and teaching: Supports and instigates the recruitment process, such as outreach, screening and interviews. Takes an active interest in new hires and onboarding. Participates in mentoring programs, internally or externally. Works to educate non-technical teams. 6. Ideas: Consistently coming up with new, useful ideas. Asks questions and fights status quo bias. Thinks independently. Creates new requests for change and constructively participates in others' requests. 7. Communication: Conveys concepts, suggestions, and goals within and across teams. Is proactive about keeping others up to date (peers, managers, stakeholders). Articulates and persuades. Doesn't "fall off the map". Uses tools (Trello, Slack, Confluence, Jira, Documents) effectively. 8. Cross-team communication: Communicates with other teams formally and informally. In-the-know about other teams' plans, and vice-versa. Actively works to inform and be informed. 9. Coaching: Team members feel that they are growing in their roles and know what they need to do to succeed. Figures out individual needs. Actively helps team members develop both soft skills and hard skills. Gives hard feedback when necessary. 10. Internal communication + process: Works to improve team processes like team meetings, tech debt, hiring / onboarding / education programs. 11. Manages conflict: Understands the conflict styles of team members, and works to ensure that everyone is heard. Builds upon productive disagreement and debate. 12. Accountability and appreciation: Holds team members (and themselves) accountable for their commitments, develops a culture of shared responsibility, and publicly recognizes people who have done exceptional work. 13. Standards and governance: Ensure all appropriate software development guidelines and policies are in place and adhered to, including PCI Compliance, Data Protection, Application Security, technology appropriate coding standards, tools and techniques to support the SDLC.
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Qualifications/ skills/ experience / knowledge

<p>Qualification: Degree (or equivalent) in IT or related subject</p> <p>Experience:</p> <ul style="list-style-type: none"> • Several years of proven experience of working in a hands-on development manager role, responsible for leading and line managing a team of developers working on multiple concurrent projects. • Has real world experience in multiple development technologies and techniques, providing a good breadth of experience to draw from. • Proven experience of managing or working with offshore resources or geographically split development teams.
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- Has a strong background in Software / Application Development coupled with good team management skills of internal developers, contractors and external partners.
- A background in delivering web sites / services in an eCommerce environment.
- Knowledge of principles and concepts and practical experience of a wide range of technology solutions
- In depth knowledge of multiple development methodologies to deliver smaller initiatives through to large scale project and programmes of work. The confidence to know which methodologies to use and when.
- A thorough understanding of good practices for full software development life cycle, including design, estimating, code management, code reviews, testing, automated build and deployment processes, bug tracking and triaging and reporting upon team KPIs.
- A strong track record of software delivery.

Desirable Experience:

- A background in web and .Net technologies with C# and SQL and can demonstrate an understanding of other areas of technology, such as Redis, F#, MongoDB and current web frameworks.
- Experience of working on multi-tier, high volume, transactional systems and a thorough understanding of the related challenges and how to navigate them.
- Broad knowledge of key technology theories and architectures (e.g. data structures, algorithms, design patterns, application architectures, technologies and solution design).
- Experience of developing and supporting API's and micro services supplying a service to both internal and external customers.
- An excellent track record of building relationships with & influencing non-technical stakeholders
- Worked on large scale enterprise systems.
- Worked on large scale travel websites.
- Experience of software development within the travel industry.

Skills and Knowledge:

- People management and leadership skills.
- Technical management and leadership skills.
- Strong analytical and diagnostic skills.
- Software development to an advanced level within the last 5 years.
- Microsoft development technologies and systems.
- Good planning skills.
- Mentoring/coaching skills.
- Wintel operating systems and environment.

Desirable Skills and Knowledge:

- Understanding and commercial experience of high demand web systems and techniques such as caching, multi-threading and asynchronous coding.

Organisation Structure & Career Path

Financial Information