ROLE PROFILE

Job Title	**Development Manager – Front Office & Commercial**
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	Arete
Leader	Product Leader
People Leadership	Yes
Job Level	4A

Role Purpose

Responsible for all of the software development activities within the GTS Commercial Product Team. To lead, manage and mentor a team of mixed-discipline software engineers and provide a succession pipeline of talent.

Accountabilities

- Establish and maintain code quality and delivery standards
- Manage, recruit and develop a strong team of developers including work prioritisation, performance management and coaching.
- Ensure the development team have live Personal Development Plans
- Contribute to and oversee (sprint) planning / (sprint) reviews and own, coordinate and manage the output of it to meet business objectives
- Own the sizing/estimation process for all new development activity.
- Working with the QA / Test engineers and DevOps ensure execution of product tests according to defined standards
- Ensure the WGW handbooks are maintained with latest development processes
- Establish successful stakeholder relationships, managing expectations in the delivery, support and enhancements of products / services
- Propose and offer technical solutions to business problems across the BBU and ODC business units and the wider organisation.
- Provide technical and leader support to the Product Leader
- Responsible for the documented handover of technical developments to Operations and Client Services
- Provide additional support in the form of information architecture, web design best practice and HCI/UX/UI where required.
- Lead development projects where external or other internal parties are involved.
- Manage and share ownership of the resolution of operational support issues arising withing the Commercial Product Areas
- Product compelling business and technology cases where required to secure funding or executive approval where required.

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Competencies

Leading and Supervising	Persuading and Influencing	Formulating Strategies and Concepts
• Provides others with a clear direction • Sets appropriate standards of behaviour • Delegates work appropriately and fairly • Motivates and empowers others • Provides staff with development opportunities and coaching • Recruits staff of a high calibre	• Makes a strong personal impression on others • Gains clear agreement and commitment from others by persuading, convincing and negotiating • Promotes ideas on behalf of self or others • Makes effective use of political processes to influence and persuade others	• Works strategically to realise organisational goals • Sets and develops strategies • Identifies, develops positive and compelling visions of the organisation's future potential • Takes account of a wide range of issues across, and related to, the organisation
Delivering Results & Meeting Customer Expectations	**Adapting and Responding to Change**	**Entrepreneurial and Commercial Thinking**
• Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals	• Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents	• Keeps up to date with competitor information and market trends • Identifies business opportunities for the organisation.

Skills and Experience

Educated to degree level or equivalent experience
5+ years of experience as a Development Leader
Experience of stakeholder management, defining and delivering business led priorities and improvement
Outstanding communication and leadership skills
Excellent organisational and time management skills, both for themselves and for the rest of the team
In depth experience in delivery, with appropriate delivery methods - waterfall and agile development