

Application Development and Software Engineering Manager

Job Level	Level 5	Job Reference No:	
		Role review date:	
Directorate	DDaT Technology	Function	Platforms
Service	Application Development and Software Engineering	Reports to:	Head of Platforms & Information Security

Scale and scope of role

Direct reports	6	Indirect reports	None
Budget responsibility / accountability	Yes	Accountable for other resources	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Application Development and Software Engineering Manager leads the team responsible for application development and software engineering, including integrations between systems, the Microsoft Power Platform and Power Apps, Dynamics 365, and Microsoft SharePoint.

The role is accountable for the effective delivery of complex, high-risk products and services. The role will lead work across a range of products and services, throughout the entire product lifecycle, and have responsibility and accountability as the main point of escalation for the team.

Key responsibilities

Strategic Focus

- Develops a strategy that supports the technology strategies and initiatives across the organisation, including the BRC (British Red Cross) 2030 Strategy and Fit for the Future, with a strong focus upon improving user experience, increasing the security and resilience of services, and reducing cost to serve achieved through a strong foundation of the Microsoft Power Platform, Dynamics 365 and Power Apps, BizTalk services, which are relatively simple to develop, support, and maintain.
- Communicates the value of application development and software engineering to stakeholders across the organisation.
- Forecasts and plans delivery cycles to coordinate and optimise the delivery flow of the teams, maintaining momentum, tackling the most complicated risks, issues, and dependencies including where ownership exists outside the team or no clear ownership exists and finding innovative ways to unblock issues.
- Leads a continual planning process in a complex environment, planning beyond product delivery, identifying dependencies in plans across services and co-ordinate delivery.

Engineering Culture

- Grows a healthy, inclusive, and diverse collaborative engineering culture in line with our values where developers and engineers are empowered to be accountable and responsible for their own actions and decisions.
- Leads the team working towards the goal of achieving a low-bureaucracy high-trust working environment, continually looking to identify problems or issues within the team dynamic and rectify them, through health-checks with the team and provoke the right responses.

Stakeholder Management

- Effectively set and manage the expectations of senior management, key technical, and non-technical stakeholders, providing early problem-solving and assessment of needs, moderating discussions about high-risk and complex requirements to ensure a mutual understanding of the impact of choices and requirements upon delivery plans, resourcing, timelines, and investment.
- Communicate the business-value adequately to secure on-going investment into the development and maintenance of services, including negotiating and influencing budgets for your own team and working in concert with internal stakeholders in client teams.
- Responsible for the commercial management of delivery, taking responsibility for complex relationships with contracted suppliers and identifying appropriate contractual frameworks and relationships with suppliers for third-party development or support where relevant.

Delivery and Operation

- Accountable for the development and delivery of software applications, integrations, and services providing a single point of the escalation and resolution of issues.
- Coaches and leads teams in Agile, DevOps, and Lean practices, acting as a recognised expert and advocate for the approaches, continuously reflecting, and challenging the team along with creating new or tailored ways of working and constantly innovating to ensure that BRC stays abreast of best practice in application development.
- Leads teams through the full product lifecycle, responsible for the identification and selection of tools and techniques used at each stage and developing sustainable support models, coaching others to build similar skills in the team, providing guidance and support to other teams in BRC as they move through stages of the product lifecycle.
- Establishes coherent frameworks and patterns to support and maintain software and services, ensuring they well-monitored, maintained up-to-date, secure, performant, and available to users, and are supported by operational runbooks.
- Ensures alignment to ITIL Service Management framework and that changes are implemented based on Requests for Change (RFC), adhering to the British Red Cross change management policy and process, obtaining a level of assurance commensurate to the potential impact of changes with appropriate contingency in the event that the changes are unsuccessful.
- Ensure all new software applications and services developed by the team are effectively transitioned into service with a sustainable operating model for the entire lifecycle, including the deployment, on-going support and maintenance, technical and user training, and decommissioning.

Continual Improvement

- Defines and tracks measurable goals and their outcome throughout the lifecycle using goal-setting frameworks, such as Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs).
- Identifies opportunities for improvement in our working practices using engineering and operational best practices, such as establishing re-usable patterns, reduce the complexity of supporting our users, automation, and blameless post-mortems to improve user experience whilst also eliminating waste and TOIL.
- Builds relationships with key stakeholders, allied functions, such as the IT Service Desk and Practical System Support teams, and user representatives to identify user needs across differing functional areas and services.

Leadership Behaviours

- Authentic, consistent, and honest leader
- Actively listens and allow others to be heard.
- Adaptable to changing needs, pressures, and opportunities.
- Empowers others based on skills and expertise.
- Dynamic, inclusive, compassionate, and courageous

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

The role is also required to work additional hours or days from time to time, including evenings /weekends and Bank/Public Holidays for which time off in lieu may be given in accordance with the BRC policy.

Pre-engagement checks

Criminal Records

England and Wales – Disclosure and Barring Service (DBS)
• None
Scotland
• None
Northern Ireland
• None

Drivers Check - Required – No

Person Specification

Requirements		Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills		S	I	A
Essential				
Strong leadership and team management skills with a growth mindset that constantly challenges how we deliver and operate today.			I	
Self-aware with a high-level of emotional intelligence, able to engage in varying types of feedback choosing the right type at the appropriate time and ensuring the discussion and decision sticks, accelerating the team's performance.			I	
Excellent communication and collaboration skills across both technical and non-technical stakeholders with a strong sense of ownership and natural problem-solving ability.		S	I	
Good practical knowledge of software development planning processes, including management of the scope, requirements, resource, budget, and delivery.		S	I	
Good understanding of commercial software licensing agreements, such as Software-as-a-Service (SaaS) agreements.			I	
Strong analytical skills, collating, interpreting, and presenting quantitative and qualitative data about potential areas of improvement, service, and user needs.			I	
Strong knowledge of a variety of tools and techniques to monitor and test software applications and services, including functional, synthetic testing, integration testing, load testing, and chaos engineering.		S	I	A
Good awareness of the Microsoft Power Platform, Dynamics 365 and Power Apps, and BizTalk development best practices.		S	I	
Desirable				
Deep understanding of Dynamics 365 development best practices, being able to provide technical guidance and mentor team members.			I	
One or more certification, qualification, or training course focused upon service management, such as ITIL v4 Foundation or higher.			I	

Experience	S	I	A
Essential - Coaching a team of developers and engineers in Agile, DevOps, and Lean practices, building a culture to bring out the best in the team by inspiring them and developing strong relationships. - Building and supporting communities of practice and internal user communities to collaborate, share best practice, and governance. - Moving to continuous integration, delivery, and deployment models through increased collaboration, communication, and tooling to streamline the automated build, test, and release of software. - Expertise in various staffing and resource models, including third-party managed services, partnering, and staff augmentation to provide a surge capacity.	S S S	I I I	
Desirable - Managing the version, requirements, reporting, testing, automated build, and release of software using Microsoft Azure DevOps services. - Experience developing patterns for the configuration and use of health and performance monitoring tools, such as SolarWinds, PRTG, Nagios, Prometheus, and Grafana.		I I	
Additional requirements			
Essential Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.		I	
Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating, and learning. - When the unexpected happens, we are calm, quick, and efficient. - We respond smartly, using clear processes and systems.		I I I	
Compassionate - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations.		I I	
Inclusive - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported, and celebrated.		I	

• Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. • We show our strength by doing the right thing. • We aren't scared to test our creative ideas. • As humanitarians, we go the extra mile to help people in crisis			
--	--	--	--

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.