

Purpose of the role

Engineering Manager - Platform Operations

Job Level	Level 4	Job Reference No:	9728
		Role review date:	11/24
Directorate	DDaT Technology	Function	Platforms
Service	Platform Operations	Reports to:	Platform Operations Manager

Scale and scope of role

Direct reports	7	Indirect reports	None
Budget responsibility/ accountability	N/A	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 role leads and manages technical engineers who build, support, and maintain the infrastructure and core services that underpin our production services, delivered as platform services to other teams and the wider organisation.

Leading the team, the role will help deliver our ambitious transformation and improvements programme, modernising legacy IT infrastructure and helping the British Red Cross to unlock the potential of Microsoft cloud services, building new foundations for our mission to reduce our cost to serve and improve our user experience, resilience, and security.

Key responsibilities

Engineering Culture

- Grow a healthy, inclusive, and diverse collaborative engineering culture in line with our values where engineers are empowered to be accountable and responsible for their own actions and decisions.
- Identify problems or issues in the team dynamic and rectify them, through health-checks with the team and provoke the right responses.
- Advocate for the team and engineering to raise awareness on team health, ensure inclusion, and drive positive change.

Delivery and Operations

- Establish, deliver, and refine the engineering roadmap for the team to ensure that our platform services and products remain current, deliver value to other teams and supports the needs of internal stakeholders in terms of scalability, resilience, security, capacity, and operational maintenance.
- Forecast and plan delivery cycles to coordinate and optimise the delivery flow of the team, maintaining momentum, clear on their goals, empowered, and delivering value for our users.
- Continually work to identify and reduce complexity faced by the team, using innovative ways to challenge and overcoming risks, constraints, and dependencies that may hinder delivery, including being able to resolve issues where ownership exists outside the team or no clear ownership exists.
- Provide leadership during incidents with production services, with clear communication to stakeholders; and identifying and supporting the people who are resolving the issue.
- Review incident reports, document periodic trend summaries, and provide updates and recommend best practices to leadership.
- Responsible effective cost management along with providing input to our budgeting processes.
- Collaborate with and leverage project managers and peers to support group initiatives, including facilitating communities of practice to ensure we share best practice across the engineering teams.
- Effectively set and manage expectations with senior management, and key stakeholders, providing early problem-solving support to these stakeholders, assessing needs, and signposting to relevant internal engineering and development teams.
- Translate customer needs into requirements, ensuring requirements are fully understood and that implementation plans match expectations.

Purpose of the role

- Instil excellence and continuously improve the processes, methodologies, standards, and technology choices embraced by the team.
- Connect with engineering and development teams across the Platforms and wider DDaT function to collect feedback on existing technology. Utilise insight and expertise to assess how user needs have changed over time and apply strategic thinking to provide the best service for the end user.
- Define and track measurable goals and their outcome throughout the lifecycle using goal-setting frameworks, such as Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs).
- Use engineering and operational best practices, such as continuous automation and blameless post-mortems, to eliminate waste and TOIL, define common, reusable practices that can be applied to multiple delivery streams to create a low-bureaucracy high-trust working environment.
- Ensure knowledge management and sharing practices are in place, appropriate, and maintained, including operational runbooks.

Leadership Behaviours

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

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all 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

Type of criminal record checks required for this role.

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• None
Scotland
<ul style="list-style-type: none">• None
Northern Ireland
<ul style="list-style-type: none">• None

Drivers Check - Required – No

Pre-engagement checks

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> Growth mindset that constantly challenges how we deliver and operate today. Strong knowledge of project planning and resource management tools and techniques to manage project progress, resourcing, budget, and scope. A natural problem solver with a strong sense of autonomy, able to plan complex engineering activities, resolve dependencies and identify problems before they emerge. 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 development cycle. Excellent communicator able to communicate clearly and concisely, both orally and in writing, with engineers, designers, architects, managers, and senior leaders. Ability to develop, track, and improve meaningful metrics. <p>Desirable</p> <ul style="list-style-type: none"> One or more relevant DevOps, Lean, or Agile management qualification. One or more relevant Microsoft certification. 		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> Experience managing an engineering team within a modern enterprise DevOps organisation using cloud technologies, platforms, and services, including but not limited to Microsoft Azure, Microsoft Active Directory, Microsoft Azure Active Directory, Microsoft Authenticator and OneLogin authentication service. Focused upon delivering quality, performant, reliable, secure, and maintainable services. 	<p>S</p>	<p>I</p> <p>I</p>	

<ul style="list-style-type: none"> • Expertise in various staffing and resource models, including third-party managed services, partnering, and staff augmentation to provide a surge capacity. • Coaching a team of engineers, building a culture to bring out the best in the team by inspiring them and developing strong relationships. <p>Desirable</p> <ul style="list-style-type: none"> • Strong and varied recent technical background enabling you to empathise and lead the engineers. • Working across a range of services, including on-premise hosted services to third-party managed hosting, Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS). 	S	I	A
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> • Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. 		I	
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> • 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. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> • People come first, no matter who or where they are. • We have genuine, open-minded conversations. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> • We treat each other with dignity and respect. • Every person's uniqueness is valued, supported, and celebrated. • Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> • We show our strength by doing the right thing. • We aren't scared to test our creative ideas. 		I I I I I I I I I	

- | | | | |
|---|--|---|--|
| • As humanitarians, we go the extra mile to help people in crisis | | 1 | |
|---|--|---|--|

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.