|  |  |
| --- | --- |
| CBS Logo RGB A5.jpg | **ROLE PROFILE** |
| **Lead Infrastructure Engineer**  |
| **Reports to:** | Practice Manager |
| **Grade:** | Lead Professional / Technical | **Job Family:**  | IT Engineering |
| **Leadership Responsibility:** | Direct Reports | N/A | Indirect Reports | N/A | **Regulatory Information:**  | Not Applicable |
| **Location:** | Binley, Coventry. Team-led hybrid working arrangements apply. | **Working Hours:** | 35 |
| **ABOUT THE ROLE**  |
| Banks are increasingly becoming tech companies that manage money. The Coventry is no different - £42bn makes us the second-largest Building Society in the UK, with a 130-year heritage and a strong, loyal customer-base of nearly 2m members…. This role is responsible for leading the design, delivery and continuous improvement the *specific technology text* product set, delivering the vision for the product based on expert understanding of end user needs, market context, journey and product performance and aligned to business strategy and vision.The Lead Engineer will manage and facilitate all technical aspects of the product lifecycle, from conception and design through to ongoing support and maintenance and ultimately decommissioning, thus enabling the product to meet the needs of customers/users and achieve financial or other targets. This role also facilitates adoption products and business readiness, working with business change teams to ensure and monitor product performance after go live.  |
| **ABOUT YOU**  |
| * You have a passion for delivering quality *specific technology text* product related solutions that users love
* You enjoy collaborating effectively with all areas of a digital company including architecture, product teams and other stakeholders at all levels making it as easy as possible for them to do business.
* You are driven to keep on top of the latest developments in new technologies and are always on the lookout for “what’s new” and drawing on best practices from within and outside the industry
* You are however also able to maintain a balance between cutting edge technology or methodology while upholding the correct level of stability to protect the Production services
* You have a passion for knowledge sharing and developing others
* Be responsible for POCs R&D and maximising value
* Be escalation point for stakeholders at all levels and mediation of queries
* You are able to plan and drive scoping, requirements definition and prioritisation activities for large, complex initiatives.
* You work well in high-pressure situations, and consistently deliver under tight time constraints while delighting your stakeholders.
* You can negotiate with stakeholders to manage competing priorities and conflicts.
* You listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively.
* You can facilitate open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining, and working to stakeholder engagement strategies and plans.
* You can understand the requirements of stakeholders and are able to translate those requirements into something that can be built and tested by a delivery team to meet those expectations.
* You recognise and adapt to individual differences and working styles.
* You support initiatives that create an environment in which diversity is valued.
 |
| **REQUIREMENTS:**  |
| *Essential Skills** Demonstrate an excellent understanding of the drivers of value in the product area from a technical and process perspective.
* Experience of delivering the development of complex and/or high-risk *specific technology text* technology products from an idea through to post-implementation monitoring.
* Experience in engaging with users and stakeholders to turn user insight into product improvements.
* Experience in Quality Improvement methodologies. (Lean/six sigma)
* Demonstrate strong ability to understand the insight from data; research, analysis and reporting skills.
* Use of product management and backlog software and Agile delivery methodologies
* Ability to assimilate information and set priorities for themselves and the product teams according to what adds the most value and is realistic to achieve
* Provide technical leadership and be the technical authority in their area of expertise within the boundaries of the organisation’s IT strategy and current infrastructure
* Be capable and willing to develop and constantly strive to push boundaries and work outside of the comfort zone
* An awareness of cost implications for proposed designs. The ability to create like for like ball park cost implications for technologies under consideration.

Desirable Skills* Certified in specific technology text or a willingness to obtain certification within timescales agreed with the company
* Experiences of working in a financial services environment
 |

|  |
| --- |
| **YOUR KEY RESPONSIBILITIES**(Additional detailed performance objectives will be set by your manager) |
| **General Profile** | Key responsibilities will include:* Define product specific technology text standards and patterns, working closely with key stakeholders, such as Architecture, and peers to ensure accuracy to business needs and alignment to the digital strategy.
* Setting the delivery team up for success through technical leadership and governance and explanation of what needs to be achieved and answering questions through the development lifecycle.
* Supporting the delivery team by providing technical and process direction, resolving stakeholder questions in a timely manner and facilitating delivery showcases.
* Engaging with stakeholders and users to ensure they are clear on the benefits of the product and that their feedback is being used to inform ongoing improvements.
* Supporting the Product Owner with reviewing and reprioritising the backlog as part of the prep work for Iteration Planning, including coordination of dependencies with other colleagues.
* Demonstrating an expert understanding of the users’ needs and champion these in the delivery of products; support members of your team to do the same.
* Delivering the product vision to your users, team and stakeholders.
* Engaging with users and stakeholders through a range of channels to encourage take-up and use of your product, and those of your team.
* Contributing to the development of the Society as an agile service design centre of excellence.
* Playing an active role in the Society’s product management community sharing your learning and celebrating progress made by other people and teams.
* Managing stakeholders through the whole lifecycle of each product from gathering requirements, checking deliverables against business objectives and the Society’s strategy, presenting ideas and progress at delivery meetings, managing expectations and promoting new digital features.
* Be responsible for the timely design and delivery of your product(s).
* To be key player in the selection of external stakeholders and suppliers.
 |
| **People & Relationships** | You will:* Promote a culture of excellence in your product teams and in the organisation.
* Create and maintain alliances within the organisation.
* Liaise with key stakeholders on key issues and provide expert and influential advice.
* Effectively work with Practice Managers and Product Owners to achieve CIDO goals.
 |
| **Governance, Risk & Controls** | You will:* Help the Product Manager and Product Owner establish and run a framework to govern the product management framework.
* Manage risks, ensure they are appropriately logged and tracked at the appropriate forums, and take appropriate action to mitigate or resolve.
* Manage delivery against a set of continuous improvement KPI’s.
 |
| **Impact, Scale & Influence** | You will:* You are able to create a strong network of relationships among peers, internal partners and stakeholders.
* Work towards mutually beneficial outcomes.
* Show sensitivity and understanding in resolving acute and complex conflicts.
 |
| **Decision Making / Problem Solving**  | You will:* Assess work outcomes and identify and share learnings to inform future actions.
* Ensure that actions of self and others are focused on achieving organisational outcomes.
* Work with the product team to resolve issues as they arise
* Prioritise your team’s backlog to optimise delivery and customer benefit
* Research third party vendors and make recommendations for suppliers of professional services or consultants based on this research as and when the need arises
 |
|  |
| **Comparable Roles** |  |