



JOB DESCRIPTION

Role / Title: **Technology Delivery Engineering Manager**

Reports to: **Head of Technology Delivery**

Main Purpose of the Job

Working as a key member of the RBO Technology Delivery leadership team, the Engineering Manager is responsible for the successful delivery and ongoing maintenance of enterprise-grade database and API development projects. This includes leading a team of software engineers focused on developing, optimising and supporting scalable, secure and robust integration pipelines (iPaaS), while ensuring alignment with business goals and technical standards.

Reporting directly to the Head of Technology Delivery and working closely with the Technical Solution Architect, this role is central to ensuring the design and implementation of integration solutions for enterprise software systems are delivered to a high standard. The role acts as a liaison between development teams and IT Operations, enabling effective collaboration across infrastructure, architecture, and support functions for complex technical programmes.

This role provides leadership to a team of backend and integration engineers, fostering a culture of delivery excellence, continuous improvement, and cross-functional collaboration. The Engineering Manager balances hands-on technical understanding with strategic leadership, ensuring solutions are technically sound, scalable, and aligned with operational requirements.

With a strong delivery focus, you will manage the planning and execution of technical projects across multiple stakeholders and vendors, ensuring timelines, budgets, and quality benchmarks are met alongside the technology project managers. Your leadership is instrumental in driving the evolution of our integration landscape, enhancing business agility, and ensuring critical systems are seamlessly connected and well-maintained.

Key Responsibilities

- Lead a team of database and API engineers to deliver enterprise-grade integration pipelines and backend services using iPaaS platforms and modern development practices.

- Work closely with the Technical Solution Architect to translate solution designs into practical, scalable technical implementations.
- Act as a bridge between project delivery and IT Operations teams to ensure successful handover, support readiness, and alignment on infrastructure and monitoring needs.
- Manage the technical delivery of complex integration and application development projects, ensuring high standards of performance, reliability, and security.
- Champion waterfall and agile delivery practices, including planning kanban work, tracking team performance, and continuously optimising workflows for efficiency and quality.
- Build strong working relationships with internal stakeholders and external development partners, ensuring consistent communication and expectation management.
- Support strategic planning for the integration and API roadmap, aligning team capabilities with future business needs and technology trends.
- Any other tasks related to Technology Activities as reasonably required.

Role proficiency

The role demands proficiency in several skills, each categorised into four ascending levels: Awareness, Working, Practitioner, and Expert. Here are the primary skills and their corresponding levels for this role:

- **Technology Leadership** (Level: Practitioner): Leading Technology Delivery engineers to deliver the technology delivery roadmap.
- **Ownership and Initiative** (Level: Expert): Taking accountability for issues, proactively searching for potential problems, and achieving excellent user outcomes.
- **Communicating Between Technical and Non-Technical** (Level: Expert): Strong stakeholder management skills. Mediating between stakeholders, managing expectations, and representing the community.
- **Financial Operations** (Level: Practitioner): Reporting and managing budgets for technology delivery, ensuring value for money across our on-premises and cloud infrastructure.
- **Project Delivery** (Level: Practitioner): Delivering multiple technology projects to time, budget, and quality.
- **Service Management Framework Knowledge** (Level: Practitioner): Holding a relevant certificate in service management framework qualifications.
- **Project Management Framework Knowledge** (Level: Practitioner): Holding a relevant certificate in project management framework qualifications.
- **Technical Specialism** (Level: Expert): Understanding future technology directions, delivering models to support and maintain future technologies and existing legacy systems.

- **Continual Service Improvement** (Level: Practitioner): Expertise in analysing and optimising current processes, leading a team of experts for service improvements, and setting policy and standards for change implementation.
- **Asset and Configuration Management** (Level: Expert): Capable of managing configuration items, related information, service compliance, and risks.
- **Availability and Capacity Management** (Level: Expert): Skilled in implementing standards and procedures, identifying capacity issues, instigating changes, and initiating remedial actions.
- **Change Management** (Level: Expert): Proficient in handling high-impact, complex change requests and ensuring adherence to release policies, procedures, and processes.
- **Incident Management** (Level: Expert): Leading the investigation with your team and resolution of incidents and assisting the Technology Operations Centre Manager for RCA and Incident reporting against RBO-owned middleware and pipeline products.
- **Problem Management** (Level: Expert): Ensuring the right actions are taken to investigate, resolve, and anticipate problems, coordinating teams for problem resolution and preventive measures.
- **Technical Understanding** (Level: Expert): Demonstrating a thorough understanding of technical concepts and their place in the wider technical landscape.
- **Testing** (Level: Expert): Managing testing activities within the development or integration processes, managing risks, taking preventative action, and handling customer relations.

Required skills & job qualifications

- Experience in leading a dynamic team of software engineers to provide design, development and eventual BAU of pipeline services.
- Experience in reporting to Senior Management in Technology services and providing reporting on projects and delivery.
- Experience in agile and/or waterfall delivery methods.
- Knowledge of Technology Delivery, Technology Operations and Modern Cloud Architecture.
- Knowledge of AWS Cloud Services and Financial Operations of cloud systems.
- Knowledge of Backup Systems and Data Security on Cloud Services and API platforms.
- Interest and/or knowledge in modern RPA, IPAAS and Automation systems such as SnapLogic.
- Project Management qualifications and/or experience are desirable
- Previous ITIL or other service management and infrastructure qualifications are welcome.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

