Job Description



JOB TITLE: Lead Bespoke Developer

GRADE: 4

REPORTING TO: Product Delivery Manager

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

* Lead the development, implementation and maintenance of bespoke technical solutions, ensuring that the solutions are delivered on time and fit for purpose, in line with delivery frameworks and governance.
* Organising, inspiring and leading the bespoke development team in achieving delivery goals.
* Support business strategy by providing strategic advice and fulfilling the role of technical subject matter expert.
* Liaise with delivery teams to ensure solutions are suitably tested, deployed and supported.
* Promote and embrace a culture of continuous improvement
* Track, report and escalate the status of bespoke deliverables.

**KEY RESPONSIBILITIES:**

**Leadership & Management**

* Manage the process of development, implementation and maintenance of bespoke technical solutions in line with the agreed delivery frameworks, governance and SLA’s.
* Lead a team of developers, ensuring performance, motivation and discipline are high, taking the appropriate action where this is not achieved.
* Ensure the development team produces high quality products, adhering to the required standards, performing quality reviews where required.
* Participate and promote team ceremonies in line with the agreed delivery frameworks.
* Manage change backlogs and development schedules while proactively coordinating with the development team so that the change is picked up in a timely manner in line with business expectations.
* Demonstrate strategic thinking to support the growth of the bespoke development team
* Manage development resources effectively to meet the ongoing business requirements including recruitment and succession planning.
* Undertake progress reporting, ensuring status reports are delivered on time; communication is concise and demonstrates a clear understanding of progress, risks and issues.
* Act as an escalation point for development issues and act to resolve issues which are flagged.
* Help communicate, champion and lead any change within the development team
* Mentoring and supporting members of the team with ongoing deliverables and personal development.
* To work as an integral member of the bespoke development team delivering change where capacity allows.
* Ensure stakeholders are supported with any queries related to bespoke solutions.
* Support and liaise with other delivery teams to ensure deliverables are on time and fit for purpose
* Ensure the ongoing maintenance of the development platforms and technologies.
* Collaborate with external professionals and third-party suppliers
* Maintain an awareness within the team of ERS policies and procedures and ensure the team adhere to them.
* Ensure solutions support the growth of ERS by being scalable, highly available and portable
* Ensure solutions are designed with approved SLAs agreed with and signed off by the appropriate business partner.

**Personal Development / Continuous Improvement**

* Actively manage the implementation of continual improvement initiatives which support underlying strategies
* Actively keep informed of the development technologies, related roadmaps and how new capabilities can be adopted by the development team in delivering bespoke change.
* Attend organised events with a view to further the development team’s knowledge and capabilities.
* Build on foundations to grow existing relationships with stakeholders across key departments within the business.
* Seek feedback from colleagues to aide development within the role
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Extensive knowledge and experience of delivering bespoke technical solutions, preferably with a qualification in development or systems integration technology (e.g. MCSD)
* Previous experience of working in a variety of delivery methodologies including delivery in an agile environment (e.g. SCRUM and Kanban).
* Previous exposure to a DevOps delivery culture including Maven, Jenkins and DevOps Azure technologies.
* Previous experience of working in an insurance environment
* Previous experience of a lead role within a software delivery environment.

This role requires the job holder to be able to demonstrate the following competencies:

* Technically sound in .Net Stack, Java, Spring Boot and MS SQL Server.
* Highly developed communication skills – excellent written and oral communication skills, with an attention to detail, to be able to communicate with stakeholders of various seniority,
* Highly developed interpersonal skills to help build and maintain valuable relationships within all business areas.
* The confidence and ability to motivate and inspire a team to achieve a set of objectives
* Possess high level of analysis, logical reasoning and problem-solving skills
* The ability to prioritise work and the organisation skills to effectively manage the development teams time according to those priorities.
* The ability to work to challenging delivery deadlines, in a high-pressure environment and doing so without compromising quality.
* The ability to work effectively as part of a team and individually to achieve set goals
* The ability to accept constructive feedback in a positive manner with a view to continuous improvement.
* The ability to take a holistic view of change and suggest areas for improvement.
* Demonstrate a high level of professionalism at all times.
* Commercial awareness with the ability to frame ideas in a business-friendly manner.

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………