

## Senior Software Engineering Manager, Digital Stores

London, London, City of, United Kingdom · DS · MH

### DESCRIPTION

Everyone shops at M&S for something and everyone has an opinion of M&S. There has been a quiet revolution happening inside our Digital Development team. Everything we do is grounded in the needs, wants and behaviour of our customers. They inspire us and tell us when we're on the right track, and when we're not. We experiment, we make big and small changes, and we enjoy the fact that everything we do has the potential to impact & delight over 32 million customers daily.

We've moved to being much more agile but truthfully, there is still plenty more to improve on and we'd like your help doing so. This is why we will continue to hire user-centric individuals from high growth tech players such as Lovefilm, TransferWise, ASOS, GDS and Reevo who bring the right DNA (and fun!) into our product teams in Paddington. Our teams of designers, developers, UX researchers, product managers and data scientists all collaborate on our digital products and experiences, together.

### About the Digital Stores Team

The Digital Stores team is at the forefront of technology driven change in our stores. Whether it's enhancing the shopping experience for our customers or empowering our 60,000 store colleagues with mobile device apps, we aspire to embrace the latest technology innovations in software engineering and retail.

We're a polyglot engineering team with diverse development stacks ranging from native mobile to open source web frameworks. However, we are open to ideas and actually still figuring things out, so now's a great time to join and help shape the team and tech. The team will undoubtedly grow, and we need a passionate, driven and energetic senior software engineering manager to join us on our journey. If you love building and developing high performing teams, have an eye for quality and user experience, and relish the opportunity to transform our stores with tech, then we'd love to hear from you.

### Key Responsibilities:

We are looking for an experienced senior software engineering manager to lead a team of around 15 to 20 engineers with 3 to 4 direct reports, and to manage the technical and business relationship with our external software development partners. The role is not a hands-on coding role, but you should be able to demonstrate an in-depth understanding of agile software development gained through a technical career that has progressed from software developer to development manager.

- Engineering leadership role responsible for the end to end development and delivery of Digital Stores software products
- Participant of the Software Engineering Leadership Team
- Management of the Digital Stores software engineering function
- Develop people, skills, agile methodologies and technologies required to support the engineering function
- Ownership of all 3rd party delivery partners for Digital Stores
- Ensure that teams adopt, maintain and improve an agile approach that's fit for purpose and delivers for M&S

- Ensure that teams adopt and promote engineering best practice, such as CI, TDD, BDD and SOLID engineering principles
- Work closely with Product Owners and Technical Leads to drive the development & delivery of product releases, innovation and the implementation of new solutions
- Define and embed maintenance and support processes for each Digital Stores product
- Transform our ability to innovate, develop and release changes quickly
- Work closely with the business and IT leadership to understand the strategy and requirements for engineering and technical innovation
- Maintain a good knowledge of new technologies and innovation in the retail industry and leverage these to benefit the organisation
- Understand key competitor and retail trends and ensure the team are best equipped to support the business
- Determine when / where to invest in new technologies, skill sets and engineering innovation initiatives / infrastructure
- Define the future technology roadmap for engineering solutions in Digital Stores
- Work closely with the architecture community to drive a consolidated view of services and technologies, ensuring that dependencies and requirements across the business are clearly understood and delivered against
- Work hand-in-hand with the relevant IT teams (e.g. architecture, security, infrastructure and operations) to support the development and roll-out of engineering projects
- Maintain good working relationships with internal business and technical stakeholders, and external partners and suppliers