

Position Description – Engineering Lead

DIVISION & TEAM	Technology Applications Engineering	REPORTS TO	Senior Delivery Manager (or any other position as determined and advised by JSCL)
BAND	H		
FUNCTIONAL RELATIONSHIPS	<i>INTERNAL</i> - CROSS FUNCTIONAL TEAM MEMBERS (E.G., BA'S, EXPERIENCE DESIGNERS, ENGINEERING LEADS, PROJECT LEADS) - CUSTOMER TEAM - APPLICATIONS ENGINEERING TEAM - TECHNOLOGY BUSINESS UNIT - OTHER JADE PEOPLE LEADS	<i>EXTERNAL</i> - CUSTOMERS - THIRD PARTY PROVIDERS	
POSITIONS REPORTING TO THIS POSITION	<i>INTERNAL</i> - SOFTWARE ENGINEERS – GRADUATE THROUGH SENIOR (3-7 DIRECT REPORTS)		
	APPROX. NUMBER OF INDIRECT REPORTS: 0		
CONTROLS A BUDGET	NO	DELEGATED FINANCIAL AUTHORITY	NO
CAPEX AUTHORITY	NO	AUTHORITY TO COMMIT TO LONG TERM CONTRACTS	NO

ROLE PURPOSE

- The Engineering Lead provides people leadership, technical guidance, and capability development for a group of engineers within the Applications Engineering function. Reporting to a Senior Delivery Manager, the Engineering Lead is responsible for supporting the performance, development and wellbeing of their team members who may be working across different customer engagements or internal initiatives. The role focuses on building a high performing engineering culture through coaching, mentoring, and fostering accountability, continuous improvement, and strong engineering practices.
- Alongside their People Leadership responsibilities, the Engineering Lead contributes technical expertise to software design and development activities, helping to guide engineering quality, problem solving, and best practice across the teams/customers/initiatives they support.
- This role plays an important part in uplifting capability, promoting collaboration and knowledge sharing, and ensuring Engineers are supported to deliver high quality outcomes for customers and Jade.

1. KEY ACCOUNTABILITIES AND EXPECTATIONS

People and Technical Leadership

- Motivate your team through development & management best practices and drive high impact change.
- Lead a high-performing team, fostering an environment of accountability, collaboration, and continuous improvement.
- Provide day-to-day coaching and technical leadership, helping engineers develop their skills and technical judgement.
- Actively contribute to high-priority technical initiatives by ensuring your team is writing high quality production code, conducting design reviews, and supporting delivery of complex features.
- Promote modern engineering practices such as CI/CD, automated testing, observability, and security-by-design.
- Guide the team in maintaining high standards of software quality, architecture, and maintainability.

Software Design & Implementation

- You code, test, and install applications, ensuring that company quality standards are always met.
- You fully understand the tools and languages used by the team and help shape development processes.
- You take a leading role in the architectural and design decisions within your team.
- You use expert knowledge and experience to define technical direction.

Technical Leadership and Engineering Excellence

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- You work collaboratively as part of a cross-functional team to design, develop, test and deploy software solutions that meet the needs of our customers.
 - You use a strategic mindset to identify and implement technology trends that will be able to support the future success of the business.
 - You maintain an active interest in technology through research and development.
 - You communicate technical decisions clearly to your team and stakeholders and raise technology risks proactively with key stakeholders when they arise.
 - You design, build, and test solutions which balance long term technical excellence with project constraints such as time, resource, and cost.
 - Your solutions and their implementation place a strong focus on adhering to Jades' software engineering conventions, including maintainability, testability, scalability, and security best practices.
 - You lead and coach team members to elevate technology and consistently apply best practice.
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Collaboration and Stakeholder Engagement

- You communicate technical decisions, trade-offs, and risks clearly to relevant stakeholders.
 - You act as the primary technical contact for your team within cross-functional initiatives.
 - You contribute to cross-team knowledge sharing and engineering community activities.
 - You support alignment of ways of working across teams to promote consistency and quality.
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Leadership

- You understand high performance at Jade, this not only means what you do but also how you do it.
 - You demonstrate values aligned behaviour and expect the same from your team.
 - You consistently communicate to your team so they know what is happening within Jade and act as the conduit to the Leadership Group, communicating risks or concerns that may be present.
 - You are accountable for the recruitment and onboarding of staff within your team in line with Jade's recruitment policy.
 - You are accountable for the ongoing support of staff within your team, including activities relating to onboarding, performance management, succession planning, reward, and recognition.
 - You are actively involved in developing your team by coaching and mentoring.
 - You assess the capability needs of your team, now and in the future, aligning your people's development plans and training needs accordingly
 - You consider all of Jade when making decisions, managing risk, or directing your team, ensuring your focus is aligned to the wider business
 - You help your team to understand the bigger picture of Jade, supporting the direction of the Company and always presenting it to your team in a positive way
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Jade Values and Culture

- You know our values, what they mean to us, and you demonstrate leadership through role modelling the values
 - You encourage others, your team, and the wider Jade team, to behave in line with our values and provide feedback when they aren't
 - Feedback regarding your behaviour in line with the values from your stakeholders is positive and you seek feedback on areas where you might feel challenged
 - You keep up to date with our vision and purpose, strategies and priorities and you champion them with your team, ensuring everyone understands and is aligned
 - You behave in line with our policies, procedures, and legislative obligations
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Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year
 - You engage in regular development conversations with your People Leader and actively work on areas of your development.
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Safety & Wellness

- Manage your own safety and wellness; and take appropriate measures to manage workplace hazards, accidents, and incidents.
 - Encourage your team members in their safety and wellness and to actively participate by supporting their training and maintaining safe systems of work
 - You display commitment through actively participating in and supporting safety and wellness initiatives
 - You understand and comply with all safety and wellness policies and procedures
 - Report all accidents and incidents, including discomfort and near misses promptly
 - You keep your work area tidy and clear of clutter and hazards
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Other duties as may be reasonably required from time to time.

2. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Bachelor's degree in Information Technology, Computer Science, or related field.	• Relevant training/studies in people leadership/people development. • Relevant/ongoing studies/learning in industry certifications.
Experience/Knowledge/Skills	• Previous experience in Software Engineering roles (at least 7 years). • Proven experience of leading Agile teams to deliver solutions to Production. • Demonstrated experience mentoring or leading engineers within a software development environment. • Customer focused mindset and strong collaboration capability. • Experience and an in-depth understanding of Agile software development process. • Strong system design, architecture and coding skills. • Demonstrates a commitment to quality engineering practices and instils a 'quality-first' mindset across the team. • Willingness and desire to share your knowledge through coaching your team and peers. • Strong communication skills and the ability to work successfully with non-technical stakeholders and team members. • Skill in managing expectations and negotiating priorities. • Conflict resolution and problem-solving abilities. • Understanding of how technical decisions impact business outcomes. • Ability to estimate effort and resources for complex projects.	• Experience developing cloud-based solutions. • Experience with Microsoft Stack.