jade

Position Description – Engineering Manager

DIVISION & TEAM	Product Engineering	REPORTS TO	Head of Technology (or any other position as determined and advised by JSCL)
BAND	I (NZ)		

FUNCTIONAL RELATIONSHIPS	*INTERNAL* • *PRINCIPAL ENGINEER* • *PRODUCT MANAGER* • *EXPERIENCE DESIGNER* • *THIRDEYE PLATFORM LEAD* • *AI LEAD*	*EXTERNAL* • *CUSTOMERS,* • *THIRD-PARTY PROVIDERS*
POSITIONS REPORTING TO THIS POSITION	*INTERNAL (5-7 DEPENDING ON SQUAD SIZE)* • *ENGINEERS* • *SOLUTION ARCHITECT* • *QUALITY ASSURANCE ENGINEER/LEAD* *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 Manager is accountable for the engineering delivery within their domain of the Jade ThirdEye product. They lead a cross-functional engineering team, typically comprising Software Engineers, QAs, and Solution Architects, and are responsible for ensuring the team delivers high-quality, secure, and scalable software in line with business priorities.

In addition to driving delivery, the Engineering Manager provides day-to-day coaching and technical leadership to their team, fostering a high-performance, values-aligned culture. They work closely with a Product Manager and Experience Designer to plan and execute against the product roadmap and to continuously deliver value to customers and the business. The role requires strong leadership, a delivery mindset, and the ability to balance hands-on involvement with broader team and capability development.

An Engineering Manager is also influential with other Engineering Managers and their approaches to solving organisational problems within ThirdEye and ensuring we're discovering and delivering on our key business goals.

1.   KEY ACCOUNTABILITIES AND EXPECTATIONS

People and Technical Leadership
- Motivate your team through SaaS & management best practices and drive high impact change for the products and careers of your team.
- Lead a high-performing cross-functional engineering team, fostering an environment of accountability, collaboration, and continuous improvement.
- Provide day-to-day coaching and technical leadership, helping engineers and solution architects 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, and work with the ThirdEye Platform team to implement those within their team.
- Guide the team in maintaining high standards of software quality, architecture, and maintainability.

Delivery Ownership

- Take end-to-end accountability for delivering roadmap outcomes for the domain, ensuring features are delivered with quality, reliability, and at pace.
- Collaborate with the Product Manager and Experience Designer to define, plan, and prioritise work aligned to customer and business value.
- Drive a culture of iterative delivery and continuous improvement through effective agile practices (e.g. sprint planning, retrospectives, backlog refinement).
- Proactively manage technical debt, delivery risks, and dependencies within and across domains.

Collaboration & Communication
- Act as the primary engineering point of contact for your domain, communicating progress, risks, and technical decisions to internal stakeholders.
- Partner closely with the other Engineering Leads and broader Product leadership to share learnings, align ways of working, and unblock cross-team dependencies.
- Contribute to cross-team initiatives, including technical talks, capability uplift programs, and engineering-wide improvements.

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.

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.

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.

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.

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	• Proven experience of leading Agile teams to deliver solutions to Production. • 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.	