

About the role

Role

Technical Delivery Lead – Platform Central Services

Location and hours

Bristol or London
35 hours per week
Hybrid working with minimum 3 days per week in the office

Career Framework

Senior Expert

Salary

Competitive salary plus excellent Benefits

What you'll be doing

We are seeking a highly motivated and results-oriented individual to lead our Central Services Platform Team. This role is instrumental in driving the adoption and optimisation of AWS services within our organisation, ensuring they align with our business objectives and deliver maximum value.

You will engage and collaborate with various teams to align priorities that drive our platform development initiatives.

If you have an eye for detail and a passion for delivering high quality platform experiences that delight developers, then this could be the role for you.

Key Responsibilities

Strategy and Planning

- Develop and execute a clear vision for leveraging AWS services, including PaaS offerings like RDS, MSK, and AWS API Gateway, to achieve organizational goals.
- Craft a comprehensive roadmap that outlines the journey of AWS service adoption and optimisation, prioritizing initiatives based on business value.
- Foster collaborative partnerships with stakeholders to understand their evolving needs and align AWS services accordingly.

Team Leadership

- Build, manage, and mentor a high-performing team of platform engineers
- Foster a collaborative and innovative culture within the team.
- Ensure team members have the necessary skills and training to effectively utilize AWS services, including PaaS offerings.

Technical Expertise

- Stay up-to-date with the latest AWS services, including PaaS offerings, and best practices.
- Provide technical guidance and support to team members and stakeholders.
- Architect and implement scalable, secure, and cost-effective AWS solutions, leveraging PaaS services where appropriate.

Service Delivery

Motability Operations

- Oversee the delivery of AWS services, including PaaS offerings, ensuring they meet SLAs and performance requirements.
- Identify and address performance bottlenecks or issues.
- Monitor and optimise cloud resource utilization.

Upgrade and Patch Management

- Develop and implement strategies for upgrading and patching AWS services to maintain security and performance.
- Ensure compliance with vendor security recommendations and best practices.
- Utilise Automated patching where possible.

Self-Service for Developers

- Enable self-service capabilities for developers to access and utilize AWS services efficiently.
- Create intuitive and user-friendly interfaces for developers to interact with the platform.
- Provide comprehensive documentation and support resources for developers.

Cost Management

- Develop strategies to optimize cloud spending and reduce costs, including cost-effective use of PaaS services.
- Implement cost-saving measures, such as rightsizing instances and utilizing reserved instances.

Metrics and Reporting:

- Establish key performance indicators (KPIs) to measure the success of AWS service adoption and utilization.
- Track and report on metrics such as cost savings, platform uptime, developer satisfaction, and service utilization.
- Analyse data to identify areas for improvement and optimisation

Minimum criteria

You'll need all of these.

- Experience providing team and technical leadership.
- Exceptional customer service, and stakeholder management.
- Excellent communication, interpersonal & presentation skills (oral and written).
- Excellent judgement, decision-making & influencing skills.
- Innovative and solution-focused with strong problem-solving and analytical skills.
- You are curious and keep yourself updated with the latest IT industry trends.
- Demonstrable experience identifying business opportunities to enhance productivity.
- Proficient knowledge in Agile methodologies, particularly Scrum or Kanban.

Motability Operations

We're Motability Operations

About us

We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 800,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

What we do

We lease a wide range of tailored mobility solutions to people who receive one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, all-inclusive motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](#) to find out more.

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:

- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you



Pay: competitive salary, with a yearly discretionary bonus, based on your performance

Motability Operations



Holiday: 28 days, and you can buy and sell days



Pension: 15% non-contributory pension (9% during probation)



Health and wellbeing: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme



Development: A library of internal training on our myLearn platform



Family friendly: We have competitive family leave policies



Diversity and inclusion: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access



Helping our community: One volunteering day each year, and access to volunteering platform Neighbourly



Schemes: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers



Other, voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office