Motability Operations

About the role

Role
Tech Lead

Location and hours
Bristol or Edinburgh, 35 hours, three days in the office minimum

Level
Senior Expert

Salary
Competitive salary, plus benefits

What you'll be doing
You will be providing technical leadership in team in a value stream within one of our product tribes. You will be responsible for guiding the team to design and develop solutions which align with product goals and vision. All the while you will ensure solutions are secure, efficient, and resilient. You will provide technical expertise to your team and advise product stakeholders on all technical aspects of feature delivery.

Key Responsibilities
- Help shape and communicate the technical vision and goals within the team
- Ensure implementation and solutions are aligned to MO's tech stack and design patterns / architectural principles
- Help the team employ strategies to avoid over-engineering
- Identify & help mitigate technical risk
- Help make technical decisions in the team, and help share decisions wider where appropriate
- Ensure the quality of the code & safety/security of work produced by the team
- Champion engineering best practices and mentor team members, fostering knowledge sharing
- Seek opportunities for enhancing developer experience
- Help reduce any "toil" (manual, repetitive, and error-prone work that does not add business value) through automation etc.
- Ensure delivery of SRE principles such as automation of operations, observability and reliability measurement
- Promote innovation within the team
- Provide input into wider (cross team) initiatives, and contribute to Engineering team goals
- Build relationships with key stakeholders, and collaborate effectively with others inside and outside the team, including technical partners where appropriate
- Ensure the creation and maintenance of good technical documentation
- This is a hands-on role, and coding is a key part of this role

About you
You have significant experience of being a Software Engineer and have demonstrated some technical leadership within a team setup.

- You have a passion for coding
- You are curious, and keep yourself updated with IT industry trends
- You embrace change and actively seek ways to improve your professional self

- You take a keen interest in solving problems
- You can coach and mentor other Software Engineers
- You communicate effectively to both technical and non-technical audiences
- You are delivery and customer focused
- You are comfortable dealing with third parties and constructively challenging technical approaches & persuasively suggesting alternate approaches, as & when required

Minimum criteria

You'll need all of these:
- Significant experience as a full-stack software engineer
- Demonstrated experience in providing technical guidance and contributing to architectural and design decisions
- Experience in coordinating with stakeholders and managing timelines, with a focus on delivering high-quality code and products
- Proven ability to mentor and support team members, fostering a collaborative and productive environment
- Strong communication skills, with the ability to clearly articulate technical concepts to both technical and non-technical audiences

Who you'll be working with

In addition to other Software Engineers/Engineers-in-Test, you'll collaborate closely with:
- **Product Managers/Owners and Designers:** to align technical solutions with product vision and user experience
- **Scrum Masters**: to create a positive and productive team environment, to remove blockers, to help maintain a predictable delivery cadence with a healthy mix of "build" and "run", and to support continuous team improvements
- **Engineering Managers and Technical Principals:** for team leadership, architectural guidance and technical strategy
- **Other Tech Leads:** for collaboration, knowledge sharing, and aligning technical approaches within the product domain
- **Security, Architecture, Data and Platform teams:** to maintain alignment with broader organisational Tech goals

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 8600,000 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 of 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, worry-free 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

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 a 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

Motability Operations

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