

Job description

Engineering Manager (UK-remote)



The Role:

Reporting to the CTO, in this new role you'll be responsible for engineering team's people and processes which consists of developers, manual testers and automation testers (currently 28 in total), working across multiple products. In this role, you will:

- Provide organisational leadership and continue to scale and support the engineering team, ensuring we have the right skills to meet the needs of the business
- Be responsible for the performance, career development and wellbeing of each member of the team to help them thrive, seeking to align personal development with company goals
- Champion processes and standards to optimise teams to deliver quality products through continuous improvement and coaching
- Coordinate with development and operations teams to deliver secure, stable first class products and features on time
- Ensure Information Security best practices are core to everything we do

This is a technical leadership role – you'll have expert understanding of software development, but will be using that experience to support others, rather than writing code yourself. We're a 100% remote team using tools like Slack for regular online communications, but you'll meet the team face-to-face at our regular team days or social events. This is an opportunity to work with an agile team to build software that can make a real difference to our clients and their customers.

The Essentials:

You will:

- Have at least 3-5 years' experience as a lead developer or in another technical leadership role
- Have solid development experience in any language and be an expert in many technical areas
- Be able to demonstrate excellent people management skills with recent experience in managing distributed teams across multiple products
- Be able to demonstrate strong leadership through optimising team performance
- Have previously implemented successful agile and CI/CD processes
- Be a critical thinker with a great eye for detail
- Possess excellent communication, interpersonal and influencing skills

The Desirables:

Ideally, you'll have:

- A good understanding of technical architecture, particularly with Azure
- Worked with the Atlassian suite of products (Jira, Bitbucket and Confluence)

The Company:

Feed It Back is a leading player in Online Reputation Management (ORM) and over the last few years has helped build reputations for some of the biggest and best hospitality brands in the UK, including TGI Fridays, Marco Pierre White restaurants, Loungers and GBK. Through our uniquely tailored ecosystem consisting of EPOS-linked surveys, complaint management, insights and reporting and much more, clients can ensure the best understanding and satisfaction at every stage of the customer journey.

Using our years of experience in reputation management, we're about to launch Yoodee, the next generation of online review platforms. Yoodee customers know best. On our app, customers decide if a business merits their recommendation. They can give the feedback privately, in as much detail as they want. And they can share the best experiences with their friends, family or followers. Customers' opinions really matter to cafes, pubs, shops, tradespeople and more. Feedback is constructive. Businesses really want to serve people better. On Yoodee, customers know best – and everyone benefits.