

## Software Engineering Manager

UK based, able to visit Basingstoke office as required, as well as visit client sites. The entire team is currently home-based, 5 days a week.

### Benefits

Private medical insurance, 23 days holiday, rising to 30, Perkbox employee benefits, flexible working hours, support with external accreditation exams and study time.

### About us

Polar Moment provides the software and services that run several high-profile payments and media platforms recognisable around the world. We pride ourselves on the quality of our delivery, holding ISO 9001 and 27001 accreditations. We are also an AWS Consulting Partner and Cyber Essentials accredited.

Since our formation in 2006 we have been entrusted with developing business critical real-time payment systems in the UK, France, Spain, Austria, Canada, Ireland and beyond. We also developed the software used to provide live subtitles to several broadcasters globally including the BBC, Channel4, and the Australian Broadcasting Corporation, amongst others.

Polar Moment has recently formed a joint venture company, Game Payment Technology, to bring cashless payments to gaming and amusement machines in the UK.

### The role

We are looking for an engineering manager, reporting to the group CTO, to join us as we take the next step in our development. You will work with our customers and software development teams to deliver high quality software and services to our customers. You will be supporting, coaching, and mentoring teams throughout the development lifecycle and acting as the key contact point with our customers, with whom you will build long-term relationships. While you may get involved in code development, this role will primarily be hands-off, with a focus on people, process, best practice, and delivery.

With increasing demand for our engineering services from our customers, you will be involved in scaling and shaping the engineering organisation to meet the customer needs. We are constantly seeking to improve our processes and architectures and use appropriate technology to ensure we are delivering the right solutions in the best possible way for our customers. You will be instrumental in ensuring that we stay on top of evolving technology, processes, and payments industry innovations.

We use a variety of technologies, as required by the different customer projects. Recent customer projects have primarily been Java, NodeJS, React Native, AngularJS, C, C++ with a preference for serverless architectures in AWS, where possible. We also maintain and run several legacy payments systems on behalf of our customers.

The points below give a bit more detail on what you can expect to be doing and the experiences you may have from previous roles. If we sound like we could be a fit for each other, we'd love to hear from you.

### What you can expect to be doing

- Establishing relationships with key customers to understand their requirements and creating solutions to meet their requirements
- Building teams for customer delivery
- Guiding and mentoring delivery teams, ensuring we deliver as promised
- Owning the delivery by those teams to the customer
- Maintaining and further developing our culture of trust, respect, and continuing professional development
- Setting development goals for team members as part of our appraisal process

### What you may have done previously

- Developed long-term, trust-based relationships with customers (internal or external) in complex technical environments, ideally in the payments industry
- Managed teams of software engineers, made up of permanent and contract staff, ensuring successful delivery
- Helped others to grow and develop their own practice
- Contributed to the wider technology community, or would like to start doing so
- Continued your own personal development and learning, gaining relevant certifications
- Enjoyed sharing the benefit of your experience and learnings with others

### The hiring process

- Phone screen with a member of our resourcing team.
- First round interview - to focus on your capabilities and fit to the organisation.
- Second round interview - to meet with some of our engineering team and explore the fit between our customer projects and your experience

Polar Moment does not accept applications from agencies.