ROLE PROFILE

Job Title	Head of Engineering
Job Grade	ID3
Date Reviewed	
Location	India

Position in the Organisation

Department	Chief Risk & Technology Office
1st Line Manager	Director of Platforms & Engineering
2nd Line Manager	Director of Technology
Direct Report(s)	

Organisational structure: (Include 2 levels up and 1 level down)

Director of Technology → Director of Platforms & Engineering → Head of Engineering
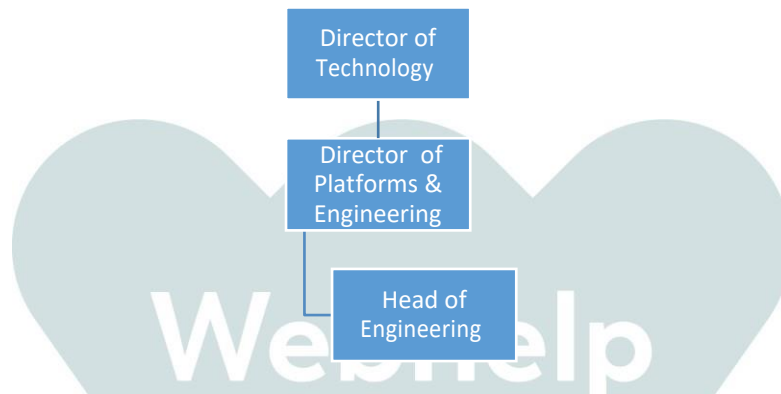
Overall purpose of the role

This role as the Head of Engineering is a key member of the Technology Function. This person is responsible for leading a Centre of Expertise in technology engineering to develop world class technology solutions using modern design principles and patterns. A key part of this is the expanding and optimising of our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams, production of Business Intelligence, dashboards and insights. Your experience of leading and mentoring Technology and Data Engineers from the ground up is essential to the role. As the Head of an Engineering team, you will be responsible for helping Webhelp to make the transition to modern software development practices, technologies, and cloud infrastructure.

The role holder will develop the India Engineering Centre of Expertise into a world class operation and future ready, including large scale adoption of cloud-native applications, artificial intelligence and machine learning.

Accountabilities & Deliverables

- Prioritising the allocation of resources to projects to best meet the needs of the business, as well as build out your team through recruitment.
- Being responsible for managing engineering best practices, which will include considering a range of different tools and approaches to a project.
- Taking leadership of developing the next generation of talent, by heading the development of junior staff, setting their goals and managing their process.

- Taking ideas from stakeholders and employees on the business side, and see how they can be implemented on the technical side.
- Leading the engineering team to take a variety of engineering and architectural solutions from end to end.
- You will develop and drive the development of applications and Data as a Service/Data platforms.
- You will finalise the transition from traditional BI and data warehouse tools and services, while facilitating the change to a data-driven enterprise; where proactive insight is at the heart of our decision making - fuelled by the democratisation of data, improved data literacy of our people, constant access to the data we need and the ability and inquisitiveness to question, hypothesize, test and learn from data.
- Drive accountability for how we collect, structure and use our data across the region.
- Drive scalable operations, science, engineering and analytical management processes and prioritisation rubrics.
- Ensure data is available, reliable, consistent, accessible, secure, and available in a timely manner for external and internal stakeholders and in accordance with our privacy policy.
- Define and maintain a consolidated, granular backlog of the business need, the delivery of which will unlock this business value. Ensure that this backlog is underpinned by business analysis that has been completed to an appropriate standard (i.e., glossary, business concept definition, workflow mapping, org mapping).
- Develop & drive engineering infrastructure, analysis and data science process across the organisation, with a focus on prioritising engineering & science approaches and methods in every decision and training the rest of the group to think similarly.

Skills, Knowledge & Experience

Essential

- Technical Degree such as Maths, Physics, Computer Science, Engineering, etc.
- Minimum of 10 years' experience working with technology engineering, data and MI.
- Proven experience in leading and growing data engineering teams.
- Experience in Microsoft Azure Cloud Computing, SQL Server BI, and Microsoft .NET technologies.
- Deep experience in core Microsoft Data and Cloud technologies, such as MSSQL, Azure Data Lake, Data Bricks, Data Factory, Event Hub, Synapse Analytics, Analysis Services, MS DevOps.
- Experienced in Microsoft Technologies (ASP.NET MVC 4/5, C#, Web Services)
- Experience working on Continuous Integration/Continuous Deliver using tools like Jenkins, GitHub etc.
- Deep understanding of BI & Analytics tools such as Qlikview, PowerBI.
- Inspirational Leadership skills (including supportive leadership).
- Inspirational communication skills, (including excellent verbal and written communication skill).
- Able to communicate the company and department vision and to unpack the strategy so that the community/teams have clarity of purpose.
- Has the skills to motivate the community, teams and individuals.
- Expert understanding of what motivates teams and engineers.
- Good coaching skills.
- Good objectives setting and giving feedback skills.
- Effective time management skills and meeting skills.

Desirable

- Experience of DCAM implementation is highly desirable.
- Knowledge of Financial services, or other regulated entity experience very desirable
- Development of Cloud-Native .NET Apps for Azure
- A good understanding of Modern Design and Microservices is very desirable
- Docker containers
- Container orchestration using Kubernetes

LEADERSHIP BEHAVIOURAL COMPETENCIES

Senior leader

- PEOPLE FIRST – *Leaders inspire and enable performance*
    - Unlocks potential
    - Recognises performance

- STRIVE TO ENJOY EVERY DAY – *Leaders create unity*
    - Committed
    - Visible
    - Consistent

- PASSIONATE GAME CHANGERS – *Leaders focus on innovation*
    - Facilitates change
    - Dives innovation
    - Creates capability

- CLIENT AT THE HEART – *Leaders anticipate and prevent issues*
    - Enable customer service
    - Adapt business processes
    - Continuously deliver high standards

- EFECTIVE COMMUNICATORS – *Leaders communicate with respect*
    - Clarity
    - Insight
    - Emotionally intelligent dialogue

VALUES

To truly embrace, live and demonstrate the Webhelp Values:

- **Recognition -** Acknowledgement of individual contribution is essential to ensure our collective success.

- **Integrity** - We work with a positive attitude leading by example; we treat others the way we expect to be treated.

- **Unity -** Working as part of a team towards a common success takes precedence over personal interest.

- **Commitment** - We honour the promises made to colleagues and customers.

- **Wow** - By trying to go beyond their expectations, we continually seek to amaze the people we work with!

"This role profile is not exhaustive you may be required to perform other additional duties as and when required"

Interested candidates can send their CV at salmaan.shaikh@za.webhelp.com

Note: To prepare for such job requirements, candidates may opt for online training in

- ASP.NET programming