Smartbox
Communication is life

Job Description

Job Title: Software Team Lead

Location: Bristol, UK

Reporting to: Head of Software Development

Contract: Full-time: 37.5 hours per week

The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

Smartbox operates out of offices in Great Malvern and Bristol in the UK, and Pittsburgh in the USA. The wider Smartbox Group includes subsidiary companies in Germany (Rehavista) and the US (Talk to Me Technologies). In total, we are a team of around 500 people. Our Product Development team is based in the buzzing heart of Bristol in the UK.

The Job

We are looking for a talented Software Team Lead to join our R&D team, creating AAC products (Assistive & Augmentative Communication) that transform lives for disabled people across the world. We are a small team making a huge impact, and our software developers look after everything from our Windows and iOS apps and online services to the tools we use to build them.

You will lead one of our cross-functional teams, involved in the full product lifecycle: understanding customer and business needs, generating ideas, solving problems, planning, designing and developing solutions, and supporting features post-launch. It's a highly collaborative environment with a commitment to good software engineering practices and continuous improvement.

As well as leading a small team and being responsible for the line management of the team members, you will contribute directly to our code base as part of that team, with an expectation that you can drive improvement by demonstrating good practice and technical capability.

We involve our customers in the design process to make sure we truly understand their needs and that our products deliver real value. You will have the opportunity to work regularly with customers and internal experts to refine your thinking and enable you to deliver products you can be proud of.

Duties will include:

- Leading and mentoring a team of software engineers and QA specialists.
- Understanding our users' problems and our commercial constraints and opportunities, and bringing technology expertise to bear to solve them in creative ways.
- Working with product and technical leadership to build a combined roadmap that balances product and engineering priorities.
- Leading the collaborative planning of your team's work.
- Working on anything from UI to core functionality, from fixing bugs to integrating new technologies.
- Joint responsibility for designing and implementing a scalable and high-performance software architecture using appropriate architectural standards and best practices.
- Writing clean, working, cross-platform C# code (.NET 8) and associated tests, and improving the standard of existing code as you touch it to make it more testable, reliable and maintainable.
- Working closely with electronics engineers, product specialists, UX designers and other developers to design, develop and support robust solutions.
- Collaborating with stakeholders and customers to build an understanding which helps to solve problems in a way that meets their needs.
- Being responsible for driving collaborative improvement in team practices and processes.
- Assisting the Head of Software Development in recruitment activities.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Passionate about changing lives with assistive technology.
- A history of making an impact in a software team lead role.
- Experience leading effective agile software teams, including first-hand experience in lean and iterative development.
- Good understanding of Agile/Scrum methodologies and their use in software teams.

- 5+ years of professional software development experience in modern C# or similar (e.g. Java, C++).
- Knowledge of Computer Science fundamentals in data structures, algorithm design, problem-solving, and complexity analysis.
- Windows and iOS application development.
- Excellent understanding of software design principles.
- Highly confident and experienced with automated testing – from unit tests to system and integration tests.
- Confident working on problems from scratch – resourceful in turning problems into simple solutions, and proactive in working with stakeholders to resolve ambiguity.
- Confident picking up an existing codebase, refactoring and improving test coverage to deliver safe code changes.
- Versatility - enjoying turning your hand to new things, with a flexible approach to evolving business priorities.
- Great interpersonal and communication skills.
- Strong analytical thinking, with attention to detail.

Useful skills/attributes

- Any of the following technologies: WPF/XAML, Xamarin.iOS, Avalonia, ASP.NET MVC, Entity framework, SQL Server, Android, Javascript, React.js.
- Cloud experience (particularly best practices around deployment, security, permissions and resource management).
- Knowledge of professional software engineering best practices, including coding standards, patterns, code reviews, source control, build processes, testing, and operations.
- Experience in configuring build systems for .NET (e.g. Team City, Jenkins etc).
- Keen interest in the product, and customer needs.
- Experience with AAC or assistive technology.

Additional Information

- In this role, you will have the flexibility to work between your home and our office locations in Malvern and Bristol. For this role, we require the candidate to work in the Bristol office twice a week as a minimum.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with other teams in the business.

![Smartbox logo — Communication is life]

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Flexible working.
- Cycle scheme.
- Office snacks.
- Benefit and Wellbeing app Yulife with store discounts and wellbeing services available.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- Complimentary theatre and cinema tickets to Malvern Theatres.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role in a cover letter.

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. If you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com .

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the

planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: Corporate Responsibility and Sustainability.