



Job Description

Job Title: Senior Software Development Manager

Location: Bristol, UK

Reporting to: Technical Director

Contract: Full Time

Salary: Competitive, depending on experience

The Company

Smartbox creates technology that gives a voice to people that 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.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

Smartbox is looking for a Senior Software Development Manager. Our Software team develop AAC products (Assistive & Augmentative Communication) that transform lives for disabled people across the world. We are a small company making a huge impact, and the team looks after everything from our Windows and iOS apps and online services to the tools we use to build them.

You will work as the technical leader in our product leadership team, closely involved in the development of product strategy, helping us to understand technical feasibility and trade-offs, and helping to plan and deliver the next generation of product improvements for our customers. You work collaboratively and consult often, and you can make difficult decisions when required.

You will be accountable for the effectiveness of the Software team – helping them to be ambitious in what we can deliver for our users, with great execution and strong collaboration. Over time, you will look at every aspect of how we deliver software – agile processes, design reviews, code reviews, planning, architecture, objectives, test automation, quality assurance, hiring etc – and help us to be the best we can be, with a culture of continuous improvement. You will make sure we maintain our compliance with ISO and Medical Device Regulations.

You are a person who loves helping your team members to learn and grow, giving them opportunities and responsibility, supporting them with mentoring and feedback. This is not a hands-on coding role, but you are technically strong and experienced so that you can mentor and guide the team effectively.

You will report directly to the Technical Director, initially leading a team of eight but with plans to grow.

Duties will include:

- Leading, mentoring and inspiring a team of software engineers and QAs.
- Developing effective lean and agile software development processes that maximise the value delivered by the team.
- Building in quality and compliance, including developing and owning operational metrics and KPIs
- Working with colleagues across the organisation to understand and manage trade-offs.
- Managing technical risk and tech debt

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 software engineering and/or software development manager roles.
- Experience managing effective agile software teams, including first-hand experience of lean and iterative development.
- Experience mentoring or coaching software developers.
- Deep hands-on technical expertise with a good understanding of software architecture, reliability, performance, scaling and security concerns.
- Experience in software quality and standards, including strategies for QA, test automation, monitoring, metrics.
- Ability to juggle many competing demands and to focus and prioritise in a fast-moving environment.
- Excellent communication skills, with the ability to build a close working relationship with stakeholders and present complex technical information clearly and concisely to a variety of audiences.
- A deep understanding of the software development life cycle, and a track record of shipping software on time.
- Passion about being better, with the ability to create an appetite for continuous improvement across the team.

Useful skills/attributes

- Experience in app development – particularly iOS and Windows
- Experience of ISO9001 and Medical Device Regulations
- Knowledge of cloud and network services
- Experience with AAC or assistive technology

- .NET experience

Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group Life Assurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Onsite parking available
- Office snacks
- Flexible working
- Training and development opportunities
- Cyclescheme
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

****We welcome applications from all communities and those from diverse backgrounds and groups. ****

****Please outline your experience and ability to excel in this role within your covering letter. ****