ROLE PROFILE

Senior Engineer

Reports to:	Practice Manager				
Grade:	Senior Professional / Technical			**Job Family:**	IT Engineering
Leadership Responsibility:	Direct Reports:	n/a	Indirect Reports: n/a	**Regulatory Information:**	Not Applicable
Location:	Binley, Coventry/Manchester - Team-led hybrid working arrangements apply.			**Working hours:**	35
Effective Date:	V1 28/05/2026			**WD Job Code:**	JC_

ABOUT THE ROLE

The Senior Engineer is a highly capable and adaptable engineering professional responsible for delivering high-quality, reliable, and maintainable solutions across both **software and infrastructure domains**.

The role encompasses the full breadth of modern engineering, including application development, cloud and infrastructure engineering, automation, and operational excellence.
This role exists to enable the successful delivery and operation of platforms, services, and environments by applying **strong engineering fundamentals**, modern practices, and a relentless focus on quality.
The Senior Engineer acts as a **technical leader and role model**, supporting teams through collaboration, mentoring, and continuous improvement, while remaining hands-on and delivery-focused.

You'll be regarded as the Subject Matter Expert (SME), and responsible for providing strategic expertise to ensure effective management of the technical and business services for your specialist area. Supporting our solutions, platforms and applications occasionally out of hours

You'll be responsible for the creation, quality, and adherence of technical and standards documentation and practices to maintain a stable and consistent environment.

You'll provide a high level of technical knowledge to complete the troubleshooting of and resolution to production incidents or problems to meet our operational IT needs and ensure business as usual services are maintained within agreed SLA's.

The role also includes the provision of assistance to the Architecture, Development, and Support teams, to implement and support solutions into the CBS estate. You'll look for improvement opportunities which will involve coaching, mentoring, planning, supervising, supporting, and training of your team members.

What Success Looks Like

- Consistently delivers high-quality engineering solutions with minimal rework.
- Raises standards through example, improving quality, automation, and reliability.
- Contributes positively to team culture, collaboration, and knowledge sharing.
- Continuously develops personal skills while helping others grow.

ABOUT YOU

You'll have knowledge of systems management procedures in a large commercial and mission-critical environment.

You'll be able to demonstrate capacity planning, performance tuning and proactive monitoring of solutions.

You'll have a proactive approach, with a desire to developing and improving processes, and a willingness and aptitude to learn new systems and further your knowledge. You'll stay up to date with immerging and relevant technologies and will often work with Architecture teams to define roadmaps and engineering strategies.

You'll have the ability to work in a fast past and changing environment, whilst being thorough, with good attention to detail and delivering to agreed timescales. You'll be able to articulate technical knowledge into easy-to-understand terms for all stakeholders.
You'll be flexible in your approach to working hours to meet your own objectives and assist colleagues in meeting their objectives.

We'll require you to be available for out-of-hours support, on a rota basis.

REQUIREMENTS:

Attitude & Mindset (Critical to Success)

- Demonstrates a **strong sense of ownership** and accountability for outcomes.
- Maintains a **growth mindset**, actively seeking to learn, improve, and adapt.
- Open to change and experimentation, with a willingness to challenge the status quo constructively.
- Values collaboration, knowledge sharing, and continuous feedback.
- Takes pride in craftsmanship and delivering work to a high professional standard.

Skills & Experience

Core Capabilities

- Strong engineering fundamentals applicable to both **software and infrastructure disciplines**.
- Experience working across cloud and infrastructure concepts and \ or alongside application development.
- Ability to think holistically about systems, balancing functionality, reliability, security, and cost.

Desirable Experience

- Exposure to modern delivery models (Agile, DevOps-oriented teams).
- Experience contributing to platform, environment, or shared service engineering.
- Familiarity with operational practices such as monitoring, alerting, and incident response.

Note: Not all skills are mandatory. The ideal candidate demonstrates **depth in some areas, breadth across others**, and a clear willingness to learn where experience is limited.

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	**Engineering Delivery** • **Lead the design, development, testing, and support** of solutions across software, cloud, and infrastructure layers, ensuring they are engineered to a high professional standard. • **Take ownership of complex technical components**, shaping their architecture, integration patterns, and operational characteristics as part of end-to-end engineering delivery. • **Apply and champion engineering best practices**, ensuring solutions are robust, scalable, secure, observable, and maintainable, and guiding others in how to do the same. • **Drive engineering excellence throughout the full delivery lifecycle**, from initial technical discovery and design through build, automated testing, deployment, performance validation, and ongoing support. • **Influence solution design and implementation approaches**, providing technical direction to ensure consistency with engineering patterns, standards, and platform capabilities. • **Proactively anticipate and resolve technical challenges**, addressing risks, dependencies, and non-functional requirements early in the cycle to support predictable and high-quality delivery. **Quality & Engineering Excellence** • Champion a **quality-first mindset**, promoting automated testing, code reviews, peer validation, and engineering standards. • Identify and address technical debt, reliability risks, and performance concerns. • Ensure solutions are observable, supportable, and well-documented.

	Modern Engineering Practices • Apply modern engineering techniques such as automation, Infrastructure-as-Code, CI/CD, and cloud-native approaches where appropriate. • Contribute to the continuous improvement of engineering practices, tooling, and ways of working. • Encourage repeatability, reuse, and consistency across engineering solutions. **Operational Ownership** • Take shared responsibility for the reliability, performance, and supportability of systems and environments. • Participate in troubleshooting, incident resolution, and root cause analysis. • Proactively identify improvements to increase resilience and reduce operational overhead.
People & Relationships	**Collaboration & Leadership** • Work closely with product, environment, test, and change teams to deliver high-quality outcomes. • Provide technical guidance and informal mentoring to peers and less experienced engineers. • Act as a trusted contributor within delivery teams, influencing decisions through expertise and pragmatism.
Governance, Risk & Controls	• **Adheres to and advocates for engineering governance**, ensuring all solutions meet organisational standards, architectural patterns, security requirements, and compliance expectations. • **Identifies, assesses, and mitigates technical risks early**, providing clear escalation paths and proposing pragmatic solutions to reduce impact on delivery and operational stability. • **Ensures changes are implemented safely**, following agreed controls such as code review processes, automated testing, quality gates, and secure development practices. • **Maintains accurate technical documentation and traceability**, ensuring solutions remain supportable, auditable, and aligned with lifecycle and change management processes. • **Contributes to improving governance and control frameworks**, offering insights from hands-on experience to reduce friction, strengthen quality, and increase the reliability of delivery workflows.
Impact, Scale & Influence	• **Shapes technical decisions within their squad or domain**, influencing solution design, engineering patterns, and quality outcomes through expertise and hands-on leadership. • **Raises the engineering bar for others**, modelling best practice, mentoring less experienced engineers, and driving adoption of modern engineering techniques across the team. • **Influences delivery flow and reliability**, identifying systemic issues, proposing improvements, and working across teams to reduce friction, technical debt, and environment-related blockers. • **Acts as a trusted technical partner** to Product, Platform, Test, and Environment teams, helping translate complex engineering challenges into clear, pragmatic solutions that guide successful delivery.
Decision Making / Problem Solving	• **Makes sound technical decisions independently**, using strong engineering judgement and considering quality, scalability, security, and long-term maintainability. • **Diagnoses and resolves complex technical issues**, applying structured problem-solving techniques and collaborating with specialists when deeper expertise is required.

	• **Evaluates trade-offs and risks pragmatically**, proposing balanced solutions that align with engineering standards while enabling timely delivery. • **Anticipates future problems or constraints**, proactively identifying root causes, recommending improvements, and influencing design choices to prevent recurrence.
Comparable Roles	n/a