



## HEAD OF SOFTWARE ENGINEERING

### ABOUT DIGITICKETS

DigiTickets provides award winning software solutions to the hundreds of clients operating within the Tourism, Leisure and Events Industries. We work tirelessly to ensure we understand the needs and aspirations of our clients, combining the right strategy with the right tech to achieve the best results.

We're an ambitious, forward-thinking team offering a relaxed and friendly working atmosphere where every opinion is taken into consideration and discussed, so you will have the opportunity to shape and lead development projects for many well-known clients, such as Cadbury, Emirates & Dublin Zoo.

The successful candidate will be a key player within our team delivering cutting edge, web-based applications covering, e-commerce, ticketing / booking systems, team scheduling, membership software, content management systems and other solutions across our range of services. Our focus remains on innovating to remain ahead of the curve within our industry to deliver exciting new features and add value to our customers.

We are a market leader in the UK and we're growing through many recommendations; we're looking for someone to lead our talented and enthusiastic team of Software Developers of all levels to help take our SaaS solutions to the next level.

Find out more about us at [www.DigiTickets.co.uk](http://www.DigiTickets.co.uk)

### Summary

The Head of Software Engineering will be responsible for the delivery of the technical element of the product road map, along with the day-to-day management of the technical division. Working closely with the Senior Management Team, you will need to continually drive process improvement within the team and adopt a commercial focus to successful product delivery.

### Specific duties will include:

- Driving and maintaining excellent standards across all aspects of technical service delivery, identifying and implementing the best organisational patterns and practices.
- Ensuring that the teams and resources are deployed optimally across the development side of the business, in line with commercial goals and KPI's.
- Oversee the technical design and delivery of the product road map.
- Creating and reporting on department budgets and performance.
- Lead on HR functions for the software development team.
- Take responsibility for mentoring and supporting personal development plans of the software development team.
- Reporting to the Senior Management team.

- Support the Client Services and Business Development teams with the technical element of product planning.
- Attend quarterly client focus group meetings and scoping sessions.
- Take ownership of developing and maintaining a 'best in class' Engineering department

## Skills and Experience

- Experience of managing / leading service delivery teams that build web and mobile based software in a modern cloud environment.
- Architecture & Software Development in modern cloud environments
- Experience with, and deep understanding of, modern service orientated architectures.
- Strong experience of modern Agile development methods.
- An understanding of compliance, security and audit standards.
- Excellent communication & presentation skills, able to liaise with technical and non-technical colleagues, clients and partners.
- Proven commercial experience, encompassing budget management and senior stakeholder management

The right candidate will be passionate about software engineering excellence, customer service and continuous service improvement with the ability to create a culture for innovation. You will be able to manage and maintain highly effective engagement with team, peers and internal management, including both technical and non-technical colleagues.

## Benefits

We're not a global company with thousands of staff, so you won't be a faceless cog in the wheel. You can expect to find yourself in an environment where you can contribute from day 1, where teamwork is valued and appreciated, and where there's a friendly team atmosphere of c. 40 people that share a common 'can do' attitude.

We work hard, but we value the importance of lifestyle too. That maybe explains our HQ being in Devon, where our easily accessible offices are minutes from a multitude of award-winning beaches, as well as Dartmoor National Park. It's the best of both worlds as it's a fantastic environment in which to live and work, plus we get to work with amazing brands all over the world from our Devon home!

The package will include:

- 25-30 (increases with length of service) days holiday per year, plus Bank Holidays
- Nest Pension scheme
- Discretionary company bonus
- Company outings and events
- Loyalty bonus scheme
- Birthday off work
- Loyalty reward scheme
- Annual training and certification allowance