Team Lead
Digital

Title:	**Team Lead**
Division:	**Digital**
Location:	Wellington
Responsible to:	Head of Platform and Development
Date:	Updated November 2024
Code:	TBA

❧ Purpose

The **Team Lead** – is responsible for the leadership, design, standards, development, integration, and ongoing operations of software to the assigned portfolio within MetService.

There is an element of individual contribution to this role, as well as providing leadership to a team of developers.

This role plays a key interface between product and development teams and requires sound decision making in prioritisation of product demands and engineering lifecycle management to ensure we have a sustainable technical platform.

❧ Accountabilities

Key Responsibility Areas	
Leadership & Strategy	• Provide technical leadership of technology usages and deployment methodologies. • Contribute to strategy and roadmap discussions to inform best-practice. • Engage with other individuals within Metservice using common tools to provide joint direction and shared outcomes. • Provide appropriate professional development, support and coaching for the developers in your area.
Operational Delivery	• Align tools, technology stack, applications development to a common blueprint. • Lead front and back-end applications modernisation, and rationalisation efforts at MetService. • Contribute to organisation wide usage of software development tools, CI/CD, methodology and practices across Metservice
Collaboration & Communication	• Work closely with Product Owners and Development team members. • Engage regularly with other developers to discuss and maintain best-practices and standards across the organisation. • Contribute to product roadmaps and feature development to ensure efficient, high-quality and informed outcomes for stakeholders. • Promote adoption of standards and practices within the organisation and align efforts to the Common Digital Platform strategy. • Help encourage a culture of high performance and engagement within MetService

Continuous Improvement	• Drive focus on customer satisfaction, optimisation of processes, tools, and procedures to improve performance. • Advocate for the rationalization, re-usability and modernization of front and back-end technologies and practices • Support MetService's innovation by evaluating and promoting new technology use where appropriate. • Review and optimise technology delivery costs and recommend or implement improvements to reduce cost and technical debt. • Continue to learn, adapt and improve your knowledge and skills by keeping up with market trends, learning and relevant experience
Reporting & Compliance	• Utilise common digital tools for reporting, alerting and monitoring of application usage and performance. • Provide data insights for informed data-based decision making within MetService. • Document appropriate decisions, implementation and risks and escalate where appropriate
Health & Safety	• Ensure familiarity with the MetService's current Safety Management Systems and Health & Safety Commitment • Take all practicable steps to ensure the personal safety and that of others, ensuring any actions do not cause harm
Other	• Undertake other additional duties from time to time as may be required

꩜ Key Relationships

Internal	• Head of Platform and Development • Developers • Product Owners • Developers / Testers / Designers / Architects • Internal customers
External	Key Vendors: • Amazon • Atlassian Others: • Contractors or third-party partners/vendors
Staff Responsibility	• Yes
Financial Responsibility	• Provide guidance on development efforts and cost • Manage staff timesheet allocations

ॐ Person Specification

Overview

The successful candidate will have solid prior experience in a commercial environment. They should be passionate about their field of expertise and strive to share and gain knowledge.

A successful candidate will have the ability to translate business requirements into technical deliverables to be delegated to team members in incremental deliverables within a Scrum/Agile framework.

They will be familiar with establishing development best practices, capable of rationalizing and standardising tools, technologies, and approaches and mentoring team members to adopt best-practices.

Prior experience with Amazon AWS would be an advantage.

Knowledge, Skills & Qualifications:

Required
- A relevant tertiary qualification in Computer Science or closely related discipline or have equivalent technical experience.
- A minimum of 5+ years of professional software development experience including demonstrated leadership capabilities.
- Have solid experience in development of SQL, AWS technologies (including Lambdas, S3, ECS and DynamoDB), REST APIs in a commercial environment.
- Ideally have experience with: Github, Github actions
- Working knowledge of Terraform
- Experience with using & configuring Git, CI/CD and test automation tools.
- Solid understanding of fundamental SDLC and design principles
- Excellent written and spoken communication skills, with the ability to explain complex technical issues or requirements in business or lay terms.
- Commitment to collaborative working environment, with a desire for knowledge-sharing, mentoring, coaching and continual improvement of individual and team experience and skills.
- A demonstrated ability to plan, organise, prioritise, manage and track concurrent activities and administrative requirements through to successful outcomes.
- Comfortable solving problems in a complex and evolving environment with a degree of uncertainty.
- Self-driven with a desire to maintain a current working knowledge of their industry, practices and tools and to share this with the team.

Desirable
- Experience with cloud infrastructure in AWS
- Experience with tools for reporting, alerting and monitoring of application usage and performance.
- Ability to assist in the process of forming business cases from a technical requirement perspective, and translating business demands into technical deliverables.
- An advocate for adopting cloud first technologies, including a working knowledge of delivery models for SaaS, PaaS and IaaS with regard to the software stack.

Other
- Willing and able to travel occasionally if required.

Note: The requirements of this position description may change from time to time to meet operational or other requirements.

Our Values	Values in Action	Values Descriptor
ADAPTABILITY AND FLEXIBILITY To be flexible and adaptable in response to, and ahead of, changes in conditions and stakeholder needs.	**Embrace Change**	Recognises that change is at the core of our business. Knows how to make change work, by thinking ahead or being open minded to new ideas.
	Optimise our Business	Makes the most of our business opportunities. Is responsive, makes smart decisions and positions our business to achieve its goals.
THE POWER TO SHINE Having the skills, abilities, drive and support to do a great job.	**Recognise Success**	Takes the initiative to bring out the best in themselves and others. Celebrates successful outcomes.
EVERYONE IS VALUED To appreciate equally the value of everyone working at MetService and their individuality.	**Collaborate**	Actively contributes to a work environment where together we achieve our goals. Openly communicates and cooperates with colleagues, customers and suppliers.
	Respect All	Recognises and shows a genuine appreciation for the strengths and opinions of others. Engages in debates in a respectful manner.
ACHIEVEMENT To achieve something noteworthy and admirable through meeting challenges both personally and professionally.	**Take Ownership**	Takes responsibility for their own decisions and actions. Always works with the best business interests of MetService at heart.
FREEDOM TO ENJOY LIFE Working for a financially successful company with a sustainable future.	**Support Growth**	Future focused or an advocate for continued improvement where we learn from experiences and mistakes.
	Enable Innovation	Supports a climate of creativity and new ways of doing things.