

TimelessTime Job Description

1. **Job Title:** Software Development Manager **Reports to:** Managing Director

2. **Job Purpose and Principal Activities**

The job exists to provide all employees with the systems they need to market goods, process customer orders, order from suppliers, dispatch goods and take payments. The job ensures near-100% uptime from existing systems whilst evolving these systems to take advantage of technological improvements that bring increased process efficiencies. The job enables business and therefore it enables turnover. It ensures minimum operations overheads and hence influences profits.

3. **Scope and Dimensions**

Based at the firms London offices, the jobholder is responsible for one Software Development Assistant. The jobholder is responsible for the serviceability of all computer and telecommunications systems used throughout the company. These systems handle 2,000 calls per day yielding 1,500 sales transactions per day. Systems improvement demands a timescale focus of two to three years whilst systems problems must be resolved within a few hours.

4. **Accountabilities and Responsibilities**

- a) In response to management requests, discuss requirements for new business system functionality. Then agree the scope of system change and agree a plan and quotation for change with suppliers. Receive implemented changes from suppliers, roll out the change and report system change made effective and compliant with requirement.
- b) In line with systems change plans, discuss requirements with users, develop prototypes and engineer bespoke software. Set up and implement such testing as needed to prove implementation. Then roll out changes across the systems and report system change effective and compliant with requirement.
- c) Investigate system problems with customer orders. Develop options to resolve these problems and make changes to systems to resolve immediate issues. Then investigate preventative action and develop software solutions to avoid problems in the future.
- d) Receive bug reports from systems users. Investigate these bugs and develop correction plans. Then make such system change and develop such software as needed to correct the immediate problem and prevent the problem for the future. Issue such bug correction and update reports as needed to advise users.
- e) In response to systems change planned to improve company capability, establish new competencies required in users. Plan and conduct such mentoring and training needed to

achieve these competencies in users. Evaluate interventions to ensure competency achieved.

- f) The jobholder may be asked from time to time to undertake and complete such other work as needed by the company that are within the jobholder's competence.

5. Relationships with Others

Communicate with management and colleagues on a daily basis both face to face and electronically, receiving new requirements and reporting progress on current requirements.

Daily discussions electronically with web site coders and IT staff to resolve problems and progress projects.

Receive requests for help several times a day from Customer Services to resolve stuck customer orders and communicate ad hoc with those generating requests to achieve resolution.

Communicate several times a week with colleagues in Warehouse, Shop and Returns.

6. Work Context and Environment

The job holder is normally office based in London, although the job holder will be expected to visit the warehouse site on a regular basis. The job holder will be required to quickly switch between tasks in order to ensure that website issues are remedied as quickly as possible.

7. Jobholder Complexity

The jobholder leads the company's business systems development activity. As a result, the jobholder is copied in on a plethora of communications from all with requests for system change.

The job is made substantially more complex as a result of change in systems with which the jobholder's systems interface. Errors are frequent on these systems resulting in significant jobholder analytic action.

The jobholder has sole responsibility for the company's business systems. This adds complexity, particularly in managing holidays.

The job is made complex because of the need to manage urgent minor issues that are blocking orders within important major system development activity. This causes disruption and productivity loss.

8. **Other Information**

The job holder is expected to react to bug fix requests at short notice. Deadlines for these activities will be determined by the severity of the issue. New business system functionality work has time scales ranging from a few months to one year. The job holder is responsible for planning and implementing such changes.