

Head of Software Development

Reports To

General Manager, IT Operations & Managed Services

Direct Reports

Software Developers (Full-Stack, Front-End, Back-End) | Software Engineers
– Database (DB) | Solutions Application Specialists

ROLE PURPOSE

The Software Development Head is accountable for leading NeraSol's software development function — directing the design, development, testing, and maintenance of high-quality software solutions across web, enterprise, database, and application platforms. This role ensures NeraSol's development capability is technically excellent, commercially aligned, and consistently delivers to client requirements within agreed timelines and quality standards.

KEY RESPONSIBILITIES

Software Development Leadership & Delivery

- Lead the end-to-end software development lifecycle — from requirements analysis and solution design through to development, testing, deployment, and ongoing maintenance — ensuring delivery is on time, within scope, and to agreed quality standards.
- Direct and coordinate the software development team — including full-stack, front-end, and back-end developers, database engineers, and solutions application specialists — allocating resources effectively across concurrent projects.
- Oversee and review solution architecture and technical design decisions, ensuring solutions are scalable, secure, maintainable, and aligned with NeraSol's technology standards.
- Manage the development workload pipeline, sprint planning, and release scheduling, maintaining a clear view of capacity, progress, and risks across all active development work.
- Own enterprise software architecture standards and technical governance.
- Maximize system stability by ensuring software updates are deployed safely, predictably, and without disrupting live operations.

Engineering Standards & Quality Assurance

- Champion and enforce software engineering best practices across the team, including agile methodologies, version control, code review, unit testing, and CI/CD pipeline management.
- Establish and maintain quality assurance processes, ensuring all software undergoes rigorous testing before release and that code standards are consistently upheld.
- Oversee database design and management practices, ensuring data integrity, performance optimisation, and security across all NeraSol database environments.
- Ensure comprehensive technical documentation is produced and maintained for all software systems, integration layers, and solutions applications.
- Implement DevSecOps practices ensuring security is integrated throughout the software development lifecycle.

- Accelerate engineering agility by building automated pipelines that allow developers to ship code to production constantly.
- Ensure engineering output aligns perfectly with client expectations, minimizing rejected features and development rework.

Client & Stakeholder Engagement

- Collaborate closely with the IT Business Development & Operations Head to translate client and business requirements into actionable technical specifications and development plans.
- Engage directly with clients as required on technical scoping, solution demonstrations, and software delivery reviews, ensuring client expectations are proactively managed.
- Coordinate with the Product Support team on post-deployment issues, ensuring bugs and system defects are escalated, prioritised, and resolved efficiently.

Innovation & Continuous Improvement

- Drive continuous improvement in development processes, tooling, and team capability — identifying and implementing changes that improve velocity, quality, and reliability.
- Evaluate and adopt emerging technologies, frameworks, and platforms that can enhance NeraSol's software development capability and expand its service portfolio.
- Support the commercialisation of NeraSol's software development capabilities, contributing to the development of scalable, reusable products and technology propositions.
- Drive the creation of reusable software products and intellectual property assets.
- Evaluate and integrate Artificial Intelligence, Machine Learning, Low-Code and Automation technologies; where commercially beneficial.

People Leadership & Team Development

- Lead, mentor, and develop the software development team, fostering a high-performance culture of technical excellence, accountability, and continuous learning.
- Manage team performance, conduct regular appraisals in coordination with the Head of People & Culture, and provide structured development pathways for team members.
- Support the GM, IT Operations & Managed Services in workforce planning for the development function, identifying skills gaps and supporting targeted recruitment as required.

QUALIFICATIONS & EXPERIENCE

- Master's degree in Computer Science, Software Engineering, Information Technology, or a related field.
- Relevant professional certifications advantageous e.g. AWS/Azure/GCP, Scrum Master (CSM), PMP, or equivalent.
- At least 10 years of software development experience, with at least 3 years in a technical leadership or management role overseeing a development team.

- Demonstrated experience across the full software development lifecycle, with proficiency in multiple programming languages, frameworks, and database technologies.
- Experience delivering client-facing enterprise software solutions in an IT services or managed services environment advantageous.
- Led teams of 10+ developers.
- Built enterprise applications.
- Experience in cloud-native development.
- Experience with Agile and DevOps.

KEY COMPETENCIES

- Software Engineering Depth and Technical Leadership
- Full-stack and Systems Development
- Agile Delivery and CI/CD Pipeline Management
- Quality Assurance and Code Standards
- Commercial awareness and delivery focus
- Client Engagement and Technical Communication
- Problem-solving and Solution Architecture
- Team Leadership and Talent Development