Software Engineering Manager

Role Reports to	Chief Product and Technology Officer
Full/Part Time	Full time
Location	Summertown, Oxford (3 days a week) & remote working (2 days a week)

About Diligencia

Diligencia is a specialist information services provider, focused on due diligence solutions and corporate intelligence across Africa and the wider Middle East. Established in 2008, we use advanced technology and human insight to gather and compile high-quality legal entity data in territories where public domain information is not readily available. This data acts both as a foundation for our clients' KYC and due diligence activities as well as our investigative research; the data and insight we provide informs opinions and accelerates our clients' decisions.

Headquartered in Oxford, Diligencia has offices in Tangier, Morocco, and Dubai in the UAE, coordinating our data gathering activities across emerging markets. Our vision is to bring clarity to a region poorly served by reliable and accessible public record information.

What we believe in

- Clarity – our guiding philosophy informing everything we do, from the quality of our information, how we communicate and what we enable our clients with i.e., enabling clarity in their decision making

- Authenticity – our information is authentic because we have gone back to original and official data sources to establish unequivocal facts. We also strive to be authentic, open, and honest in our relationships with each other internally, and the clients and partners we work closely with; we provide information on emerging markets, which we believe should be easily and openly accessible to everyone

- Tenacity – we have had to work hard to build our database, tying together data from several different sources, sometimes entering it manually. Our company history, therefore, speaks of tenacity, the same kind of tenacity and attention to detail all our employees show when they go about their research

- Relationships – the relationships between the subjects on our database unlock the power of our information; the relationships we have with our clients, our employees, our suppliers, and our host governments are also key to our future success.

Job purpose

We are expanding our portfolio of corporate intelligence and due diligence solutions, building on the success of our online platform.

We are looking for a Software Engineering Manager to join our team at our Head Office in Oxford. Reporting to the Chief Product and Technology Officer (CPTO), you will combine people leadership and delivery accountability with regular contribution to production software development.

You will work alongside the Software Engineering Team to design, build, test and support our predominantly cloud-based SaaS platform and business applications. You will develop engineers, improve delivery practices and own technical decisions within the team's remit, aligned with the CPTO's technology direction and Product priorities. Development work will include production features, automation, defect resolution and technical improvements—not only code reviews or prototypes. The balance between development and management will be agreed with the CPTO and reviewed against team needs, with development commitments scoped to remain compatible with people-management responsibilities.

Main accountabilities:

Leadership and management

Lead the engineering team's people, delivery and working practices, balancing these responsibilities with a regular development contribution:

- Take accountability for engineering delivery, software quality and continuous improvement within the team's remit.
- Lead engineers in designing, developing, testing, deploying and supporting software, contributing directly alongside them.
- Work with Product Owners to plan achievable delivery commitments, remove blockers and improve agile workflows.
- Recruit, develop and retain engineering team members.
- Manage engineers through regular one-to-ones, objective setting, performance and pay reviews, career development, personal development plans and training plans.
- Coach and mentor engineers to strengthen their technical skills, judgement and autonomy.
- Translate the engineering direction agreed with the CPTO into practical team standards, processes and improvement priorities, in collaboration with Product.
- Maintain an inclusive working environment aligned with Diligencia's values.
- Work with Domain Leads to coordinate technical contributions and support effective collaboration across the team.
- Partner with Product and the CPTO to assess the feasibility, effort, risks and delivery options for new products and enhancements, supporting their product and commercial decisions.
- Build a collaborative engineering culture that values maintainable software, shared ownership, feedback and continuous learning.

Architecture accountabilities

- Work with the CPTO to apply appropriate security, data protection and software lifecycle controls within the team's development and support practices.
- Establish lightweight technical decision-making, design reviews and engineering standards, escalating material risks and cross-team decisions to the CPTO.
- Guide solution design and implementation for the team's applications and services, remaining directly involved in development.
- Work with Product and engineers to understand requirements, assess technical options and use prototypes where needed to resolve uncertainty before delivery.
- Document and communicate architectural decisions clearly, coordinating with Domain Leads and other technical stakeholders to maintain shared standards.
- Promote simple, maintainable application designs and reusable patterns appropriate to business needs.
- Recommend upgrades, replacements and decommissioning options within the team's remit, considering usability, productivity, cost and technical risk.
- Identify and implement improvements that reduce recurring defects, technical debt and reactive support work.
- Assess application security risks with relevant specialists and incorporate proportionate protections into designs and implementation.

Development and delivery accountabilities

- Maintain a regular production development contribution, planning appropriately scoped work alongside leadership responsibilities and building shared team ownership rather than dependency on the manager.
- Write clean, maintainable, secure and performant code for product features, defect fixes and technical improvements.
- Develop and support applications, database integrations, interfaces and enhancements across the SaaS platform and business systems.
- Write and maintain automated tests, support quality assurance and deployment, and help resolve production issues.
- Participate in code reviews, retrospectives and demonstrations, using feedback to improve implementation quality and team practices.
- Collaborate with the Product Owner and Scrum Master to refine backlogs, identify dependencies and deliver change effectively.
- Partner with Product to plan roadmaps and sprints, provide realistic estimates and communicate capacity, competing priorities and delivery risks.
- Maintain technical documentation and a development roadmap for the team's applications and services, aligned with business needs and the CPTO's technology direction.
- Evaluate relevant tools, techniques and technologies with the CPTO, adopting improvements where they address a clear need and avoiding unnecessary complexity or duplication.

Candidate requirements:

Behaviours and competencies

You will lead by example, combining sound engineering judgement with supportive people leadership and the following attributes:

- High levels of personal integrity when conducting the professional affairs of the organisation and dealing with sensitive and confidential data relating to risks and costs.
- Calmness and clarity of thought while under pressure.
- The ability to uphold the goals and culture of the organisation.
- The ability to lead, enable, and motivate teams by providing advice and guidance in a nonjudgmental fashion.
- An understanding of strategic business objectives and the ability to drive results toward those objectives.
- Openness to, and the ability to deal with, rapid change in business needs, processes, and technologies.

Knowledge and skills

The Software Engineering Manager must be able to demonstrate the following:

- Sound business judgement and interpersonal skills, with the ability to connect engineering priorities to user and business needs.
- Proven ability to lead an engineering team and collaborate across disciplines to deliver software.
- Demonstrated technical depth and recent development experience, with the ability to explain and apply engineering patterns, assess trade-offs and translate requirements into working software.
- Strong analytical, debugging and problem-solving skills, including the ability to investigate unfamiliar code and production issues.
- An understanding of data processing, integration and analysis in business applications.
- The ability to improve engineering practices pragmatically and adapt to changing business needs and technology.
- Clear written and verbal communication, including explaining technical options to non-technical stakeholders and business priorities to engineers.
- The ability to balance development and management commitments, delegate effectively, build consensus and work ethically and with integrity.

Experience

The following experience is considered essential:

- Ten or more years of software engineering experience, including building and maintaining production applications.

- Three or more years of engineering leadership experience, with accountability for team delivery and cross-functional collaboration.
- Experience managing a software engineering team of at least five people.
- Experience developing data-driven applications, services, APIs and platform capabilities, including microservices.
- Current working knowledge of .NET and Azure technologies, with a practical approach to learning and sharing relevant developments.
- Recent hands-on experience developing and maintaining production software, with the ability and willingness to contribute regularly to features, automated tests, defect resolution and technical improvements alongside management responsibilities.
- Practical software architecture and application design experience, including communicating technical decisions and balancing maintainability, performance, security and cost.
- Hands-on experience building and supporting Azure applications using containerised or serverless technologies.
- Experience in people management, mentoring and coaching, supporting individual development and team effectiveness.
- Strong production coding skills in C# and .NET, including .NET Core.
- Proficiency with Git, collaborative code review and development tools used to build, test and deploy software.
- Strong working knowledge of object-oriented programming, databases, integration and software quality assurance, with an understanding of networking and concurrency where relevant to application development.
- Practical experience writing automated tests and applying test-driven development (TDD) or acceptance test-driven development (ATDD) where appropriate, producing simple, adaptable code.
- Experience developing and supporting cloud-hosted SaaS applications and integrations, with an understanding of deployment and operational support.
- The ability to document designs and explain application structure and workflows using clear diagrams and concise technical documentation.

The following experience is considered desirable but not mandatory:

- Experience with legal, risk, compliance or corporate intelligence information products, or two to three years in financial services.
- Experience with React or other modern UI frameworks, TypeScript, JavaScript, Python or Java.
- Additional AWS experience, including Lambda, Step Functions, SNS, SQS or S3, and experience with NoSQL databases.
- Experience integrating complex business processes and using practical engineering measures to guide improvements.
- Experience collaborating with third-party suppliers or managed service providers, with awareness of service costs, risks and delivery commitments.
- Familiarity with UML or BPMN for communicating designs and workflows.
- Evidence of continued professional learning and knowledge sharing through relevant communities, professional groups or industry events.

Core competencies

- Planning
- Time management
- People management
- Problem-solving
- Attention to detail.
- Communication
- Negotiation
- Conflict management

Benefits

Diligencia is a forward-thinking company that offers a generous package, including:

- Competitive base salary
- Life assurance at 4x salary
- Contributory workplace pension scheme (4% employee, 6% employer)
- 25 days annual leave
- Private health scheme

How to apply

Thank you for your interest in working at Diligencia.

Please send a copy of your CV and a covering letter to *careers@diligenciagroup.com*.

We will be in touch shortly if there is a suitable position available for you.

Unfortunately, it is not possible to respond to all applications due to the number we receive. If you do not hear from us, regrettably your application has been unsuccessful. We wish you all the best with your employment search.