London Business School

JOB DESCRIPTION

Job Title	Senior Software Developer
Reports to	**Head of Application Development**
Department	Technology
Job Family	**Business Services** Level 4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

- Lead technical design, development, testing, and deployment of complex software solutions using C# .NET and/ or React JS, making independent architectural decisions and ensuring adherence to engineering best practices and architecture standards.
- Drive DevOps culture and continuous improvement practices across the development team, mentoring collogues and promoting excellence in code quality, testing, and automation.
- Collaborate with business stakeholders and product owners to translate business requirements into technical solutions, managing product backlog refinement and providing expert technical guidance.
- Identify and resolve complex technical challenges that impact team delivery, proactively addressing architectural issues and technical debt while contributing to strategic technical planning.
- Foster Agile practices across projects through coaching and facilitation, ensuring effective sprint execution and continuous improvement in development processes.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Software Development

- Design and implement complex software architectures and technical solutions, making independent decisions on technology choices, design patterns, and integration approaches.
- Lead technical spike investigations and proof-of-concepts to evaluate new technologies, frameworks, and approaches for adoption.
- Conduct comprehensive code reviews providing detailed technical feedback, identifying architectural improvements, and ensuring adherence to coding standards and best practices.
- Mentor and guide junior and mid-level developers through pair programming, technical discussions, and knowledge transfer sessions, building team capability.
- Drive technical excellence initiatives including refactoring efforts, technical debt reduction, performance optimization, and code quality improvements.
- Design and implement robust testing strategies including unit tests, integration tests, and automated test frameworks to ensure software quality.
- Lead resolution of complex production issues, conducting root cause analysis and implementing preventative measures.
- Contribute to technical standards, development guidelines, and architectural patterns used across the development team.

Strategy and Planning

- Actively contribute to the development of technical strategy for software development, ensuring alignment with departmental strategy and School goals, and providing expert input on technology roadmaps and technical initiatives.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Define and propose technical Key Performance Indicators (KPIs) including code quality metrics, deployment frequency, system reliability, and team velocity to assess development effectiveness.

Partnering and Service Delivery

- Partner with business stakeholders to understand strategic goals and requirements, providing expert technical consultation on solution design, feasibility, and technical approaches to support business decision-making.
- Independently diagnose and resolve complex technical issues across applications and infrastructure, determining appropriate solutions and only escalating issues requiring architectural or strategic decisions.
- Lead the delivery of complex development activities and work streams, managing technical risks, ensuring quality standards, and achieving sprint objectives while maintaining high-quality service delivery.

Analysis and Reporting

- Lead root cause analysis of complex technical issues, processing performance data, error logs, and system metrics to identify solutions and preventative measures for system reliability.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Prepare comprehensive technical reports on system architecture, technical debt, development velocity, and quality metrics to inform strategic technical planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Evaluate the technical quality of work delivered by third-party developers and vendors, conducting code reviews and technical assessments against defined standards, providing detailed feedback on performance and adherence to architectural requirements.
- Lead technical onboarding of external contractors, ensuring they understand architecture, coding standards, and development processes before contributing to codebase.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behavior expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of complex, high-quality software solutions that demonstrate architectural excellence and technical leadership.
- Innovative solutions to complex technical challenges, including architectural improvements and technical debt reduction initiatives.
- Technical reports and architectural documentation that inform strategic technical decisions and planning.
- Technical compliance and security standards implementation, including secure coding practices and data protection measures.
- Strong technical leadership and mentoring relationships, with positive feedback from team members and stakeholders on technical guidance provided.
- Measurable improvements in development efficiency, code quality, system performance, and team capability through mentoring and technical leadership.

Knowledge/Qualifications/Skills/Experience required

- Extensive experience leading the design and development of complex enterprise applications using C# .NET Core and/or React JS, with demonstrated architectural decision-making for backend services and/or frontend applications.
- Deep technical expertise in web services architecture (REST, SOAP, GraphQL), API design patterns, and microservices architecture.
- Expert-level object-oriented design and programming skills, including advanced design patterns, SOLID principles, and complex system integration.
- Experience with Contentful or similar enterprise CMS platforms, including customisation, integration, and performance optimisation.
- Proven experience in software architecture and system design, including ability to create technical design documents, architecture diagrams, and system integration specifications.
- Experience with cloud-native architectures and deployment patterns, container orchestration (Docker, Kubernetes), and infrastructure as code practices.
- Deep understanding of security principles, secure coding practices, and experience implementing security controls and addressing vulnerabilities (OWASP Top 10, threat modeling).
- Experience with CI/CD tools and DevOps pipelines (e.g. TeamCity, Octopus Deploy, Azure DevOps).
- Strong mentoring and coaching skills with demonstrated ability to develop junior and mid-level developers through technical guidance, code reviews, and knowledge transfer.
- Experience leading technical initiatives including technology evaluations, architectural refactoring, and implementation of development best practices.
- Demonstrated experience managing and providing technical oversight of external developers and contractors, including code review, quality assessment, and technical onboarding.
- Strong business acumen; ability to relate, understand, grasp concepts, and interpret client/user needs.
- Excellent communication skills with the ability to engage and influence a variety of audiences.
- Ability to work in a team-oriented, collaborative environment.
- Self-motivated and delivery-focused, creative and efficient in proposing solutions to complex, time-critical problems.
- Displays a calm attitude during difficult situations.
- An ability to plan, prioritise and manage your workload.
- Work independently and think proactively in developing your skills and ideas.
- Enthusiasm for learning about and developing new and emergent technologies.
- Bachelor's degree or equivalent experience.
- Professional certifications such as Certified Scrum Developer, Scrum Master, or relevant technical certifications (Azure, AWS) demonstrating commitment to professional development.

Staff	

Budgets	
Date Updated	**17/12/2025**