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# Job Description: First Line Manager

**Job Title:** First Line Manager

**Division/Department:** Cappayments

**Reports to:** Executive: Caron Elferink.

## PURPOSE OF ROLE

The First Line Manager within the Cappayments department is responsible for overseeing daily operations, managing a team of programmers, and ensuring productivity targets are met. This role involves coordinating workflow, providing guidance and support to the programming team, and resolving any operational issues that arise.

## PRIMARY RESPONSIBILITIES

* Supervise and coordinate the activities of the programming team.
* Set performance goals and objectives for the programmers.
* Monitor programmer productivity and performance.
* Train and develop programmers to enhance their skills and capabilities.
* Resolve conflicts and address programmer concerns.
* Ensure compliance with company policies and procedures within the programming team.
* Collaborate with other departments to optimize processes and achieve organizational goals.
* Prepare reports and updates for Caron Elferink, the Department Manager.

**REQUIREMENTS**

**Education**

* Bachelor's degree in Computer Science, Software Engineering, or a related field.
* Previous experience in a supervisory or managerial role, preferably in a software development environment.
* Strong leadership and communication skills.
* Ability to understand technical concepts and communicate effectively with programmers.
* Knowledge of programming languages and development methodologies.

**QUALITIES AND SKILLS**

**Skills & Ability:**

* Excellent verbal and written communication skills.
* Strong knowledge of programming / systems analysis, as well as quality assurance, and integration functions.
* Candidate must have an extremely high level of energy, drive, and creativity to solve complex business problems; possess strong leadership capabilities.
* Have a high tolerance for ambiguity and an ability to work and thrive in a fast-paced, customer centric and sales focused entrepreneurial environment.
* Excellent knowledge in system architecture and networking.

**Leadership:**

* Generates enthusiasm among team members.
* Challenge’s others to develop as leaders while serving as a role model.
* Manages the process of innovative change.

**People Management**:

* The formulation of KPIs per resource and role
* Conducts KPI discussion biannually
* Stakeholder Management: Manage internal and external stakeholders
* Effective Performance Management of direct reports
* Development of staff in line with business requirements
* Facilitates effective team interaction.

**General**

* Good analytical skills
* A challenging and enquiring mind
* Attention to detail and tenacity
* Understanding of common software failures and faults
* Knowledge of the domain
* Knowledge of the system or application-under-test
* Experience in a variety of testing efforts
* Conflict management