

QA & Test Team Lead

Basic information

Scale: 3

Job family: DDaT

Terms: Permanent

Location: Cheltenham

Reports to: Head of Product Engineering

Direct Reports: Yes

Team: Product Engineering (Quality Assurance)

Business unit: Digital & Data

Date reviewed: August 2020



Job purpose:

Accountability for the definition and ongoing ownership of the Digital QA and test strategy, accountable for the quality of UCAS products and services, creation of a Centre of QA excellence within UCAS, and for leading and managing a team of QA experts.

Key accountabilities:

- Define the overall QA and Test policy in support of the delivery of technology change across UCAS that balances risk and pace of change.
- Create a centre of QA excellence within UCAS, leading a team of QA and Test experts through matrix management, and providing a career path for QA & Test within UCAS.
- Drive an automated approach to QA which is consistent across all customer groups and MDTs (Multi-Disciplinary Teams).
- Ensure the UCAS QA and Test approach supports the direction to CI/CD within a SAFe Agile framework
- Define the measurements and metrics required to effectively baseline, track and reduce the cost of poor quality and re-work within UCAS through driving a continuous improvement mindset.
- Ensure that quality is build into our product development efforts by working with internal and external product engineering teams through a consistent QA and test framework.
- Work with the Platform Engineering team to align on QA vision and to ensure supporting tooling, environments and test data requirements are built into our processes.

Skills, qualifications & experience:

- Previous experience of leading and managing QA and Test teams across a diverse portfolio of software products and services in a matrix managed organisation.
- Significant experience of functional and non-functional testing techniques, in addition to a deep understanding of tools, environment and test data strategies.
- Demonstrable experience in setting QA vision and direction and implementing cross functionally within a software product business.
- Significant previous experience of working with Agile scrum, and SAFe methodologies, in addition to being part of a transformation to a product led way of working.
- Experience of working within a Dev/Ops culture, and how testing can enable a move to continuous integration and delivery.
- Knowledge of TDD/BDD techniques and experience of implementing test automation strategies.
- Previous experience of working as part of a technology leadership team, in a QA leadership capacity.
- Formal degree qualification and/or relevant background in computer science and software quality engineering.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action:

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.