My Job: Test and Release Lead

I will ensure that all digital solutions delivered by Turning Point meet the highest standards of quality, accessibility, and user experience. I will define and manage release and testing processes across IMT function's including websites, release packages, IMT Services, and digital products. My role will involve managing the entire lifecycle, from planning and development to deployment and maintenance. I will develop and implement structured test strategies, drive continuous improvement in testing practices, and help embed a strong quality culture across all aspects of integration and delivery of digital solutions.

WHAT I AM ACCOUNTABLE FOR:

Test Strategy and Planning
- Develop and implement test strategies to validate functionality, performance, security, and accessibility.
- Plan and manage end-to-end testing across digital delivery to ensure quality and user experience standards.
- Define test plans, cases, and scripts based on product requirements, UX designs, and user stories.
- Ensure comprehensive coverage across functional, non-functional, performance, accessibility, and security testing.

Test Execution and Quality Assurance
- Lead and manage all testing activities, including system, integration, regression, accessibility, usability, and UAT.
- Report testing progress, quality metrics, and outcomes to stakeholders.
- Track and manage defects through to resolution with developers and product owners.
- Embed testing within the agile cycle to support continuous and iterative delivery.

Release Management:
- Coordinate and manage the release process, including planning, scheduling, and executing releases to ensure timely delivery of high-quality software.

Collaboration and Product Development
- Oversee the CI/CD pipeline to automate build, test, and deployment for fast, reliable software delivery.
- Work closely with development, operations, and other teams to streamline workflows and foster collaboration.
- Embed quality across discovery and delivery by partnering with product, experience, and engineering teams, leveraging test automation where appropriate.

Continuous Improvement
- Champion a culture of quality and continuous improvement in digital delivery.
- Promote test automation to improve efficiency and coverage.
- Adopt new tools, techniques, and best practices to strengthen QA capabilities.
- Monitor release and test activities, analyse results, and report insights to drive ongoing improvement

Risk Management
- Ensure that quality risks (including accessibility, security, and data privacy considerations) are proactively identified, managed, and communicated across all digital delivery areas.
- Maintain testing records and support the organisation's governance and compliance requirements.

HOW I OPERATE:

Values Led Leadership

- I believe that everyone has the potential to grow, learn, and make choices, by ensuring that digital products and services meet the highest standards of quality, accessibility, and user experience.

- I communicate authentically and confidently, collaborating openly with cross-functional teams to support shared quality outcomes.

- I embrace change, by applying modern testing practices and supporting innovation in digital delivery.

- I treat colleagues and service users as individuals, by promoting inclusive and accessible testing approaches.

- I encourage ideas and new thinking, by contributing to continuous improvement in testing processes and tools.

- I contribute to building a strong and financially sustainable organisation, by ensuring that digital solutions are tested rigorously and support long-term quality and value.

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WHAT I DO:

- Create and execute comprehensive test strategies and frameworks for websites, projects, services, digital products, and automation solutions.
- Oversee testing activities across all stages of digital product and solution delivery, ensuring thorough test coverage.
- Conduct both manual and automated tests to validate functional, non-functional, accessibility, performance, and security requirements.
- Work closely with product, service, experience, and development teams to embed quality throughout the agile delivery lifecycle.
- Identify, report, track, and resolve defects to maintain high-quality standards.
- Analyse testing outcomes to inform product decisions and drive continuous improvement.
- Assist in the selection and implementation of appropriate testing tools and automation frameworks.
- Build and maintain testing documentation and knowledge assets to support efficient and repeatable testing practices.
- Contribute to release readiness decisions by providing clear assessments of product quality and risk.
- Provide clear assessments of product quality and risk to support release readiness decisions.
- Support the organisation's compliance with relevant quality, accessibility, security, and data privacy standards.

WHAT I NEED:

Skills\Knowledge

Essential:
- Proven experience leading testing and quality assurance for digital products, websites, DevOps practices, CI/CD pipelines, services, and automation solutions.
- Experience working with a Technical Design Authority (TDA) and within an integrated Service Transition capability.
- Understanding of Well-Architected framework and 'Information as code' testing best practise
- Strong understanding of testing principles lifecycle, methodologies, and tools across manual and automated testing.
- Experience developing and executing test plans, test cases, and test scripts across the full digital delivery lifecycle.
- Strong experience with functional, non-functional, regression, integration, DIT, OUAT, accessibility, performance, and security testing.
- Familiarity with test automation tools and frameworks.
- Experience working in agile, cross-functional delivery teams.
- Strong understanding of accessibility and inclusive design considerations in testing.
- Excellent attention to detail, analytical skills, and problem-solving abilities.
- Knowledge of quality, security, and data privacy considerations relevant to digital delivery

Desirable
- Experience developing and implementing test automation frameworks.
- Experience working with low-code/no-code platforms and automation testing.
- Experience testing digital products in health, care, or third sector services.
- Testing or quality assurance certification.
- Experience supporting release management and readiness processes.

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