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| cid:image003.png@01D2932A.1F9825A0 | **ROLE PROFILE** |
| Lead Quality Engineer |
| **Reports to:** | Practice Manager - Test |
| **Grade:** | Lead Professional / Technical | **Job Family:**  | IT Engineering |
| **Leadership Responsibility:** | Direct Reports: | 0 | Indirect Reports: | 0 | **Regulatory Information:**  | Not Applicable |
| **Location:** | Binley, Coventry. Team-led hybrid working arrangements apply. | **Working hours:** | 35 |
| **Effective Date:** | May 2024 | **WD Job Code:** | JC\_0872 |
| **ABOUT THE ROLE**  |
| The Lead Quality Engineer is responsible for influencing and shaping the effective execution of the Quality Engineering test automation strategy. Ensuring the value of automation is clear and realised, ultimately driving an ‘automation-first’ mindset across the test practice and aligning it to local, and enterprise level business strategy. A technical strategist at heart, you’ll help our portfolios to develop their own automation testing approach and guidelines, you’ll manage and facilitate all test automation initiatives, from conception and design through to implementation across multiple teams, as well as overseeing the ongoing review of automation coverage across our heritage and digital platforms ensuring a consistent approach and reducing duplication of tests where necessary.Given the level of expertise required for the role, you will also be responsible for supporting the Quality Engineering practice to foster a culture of test automation through supporting the Practice management with the development of training, career journeys and development plans. This is a leadership role as defined by the Coventry’s leadership capability framework. In the teams that you work in and/or manage you will create an inclusive environment where people feel safe to speak up, voice concerns and suggest ideas. You will seek input from others in order to test assumptions, challenge thinking and bring in new perspectives.  |
| **ABOUT YOU**  |
| * Highly motivated individual with proven experience in managing the delivery of automation across all phases of software testing, with expert knowledge of testing practices, technologies, patterns, and techniques.
* You are driven to keep on top of the latest developments in new technologies and are always on the lookout for “what’s new” and drawing on best practices from within and outside the industry.
* Demonstrable experience of developing automation frameworks. You can plan and drive scoping, requirements definition and prioritisation activities for large, complex automated testing initiatives.
* You are able to maintain a balance between cutting edge technology or methodology while upholding the correct level of stability to protect the Production services.
* Advocate for continuous improvements who seeks opportunities and delivers quality outcomes and helping to contribute to wider Engineering and overarching CIDO Strategy and Goals
* You have a true passion for knowledge sharing and developing others.
* You love being responsible for POCs, R&D, and maximising value, and managing multiple projects at once.
* You are passionate about ensuring the business delivers a great customer service and experience. Seeking to understand how decisions impact the end user and asking question to gain insight into the customer perspective and experience.
* You can negotiate with stakeholders to manage competing priorities and conflicts.
* Highly self-aware, emotionally intelligent, and intellectually curious you understand your impact on others and take time to understand all colleagues and help them to operate at their best, challenging in a positive and constructive way to drive the best outcomes.
* You are a great communicator, able to build and foster relationships at all stakeholder levels, quickly building trust and rapport with your collaborators, whether internal or external.
* An authentic ‘servant-leader’ who takes responsibility for ensuring the team’s success ahead of your own needs. You empower others to make decisions that lead to great outcomes.
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| **REQUIREMENTS:**  |
| * Solid understanding and proven experience of owning the implementation of a number of automation test initiatives running concurrently.
* A demonstrable track record of increasing the usage of automation tooling and testing within a SAFe agile and DevOps environment.
* Vast knowledge of automation testing techniques to cover every case for automation testing, verification, and validation techniques.
* Proven experience developing automation frameworks from scratch.
* Experience working with test tools, processes, approaches, and techniques within a diverse test practice.
* Must have good analytical skills and proven experience in analysing and writing automation scripts for complex business rules and rules engines.
* Must have proven experience leading a large multi-location team of test automation developers.
* Strong team player, with excellent communication skills, maintaining strong internal and external relationships and excellent senior stakeholder management (experience in working, managing, and governing of partner / 3rd party Testing and distributed teams).
* A proven background in test practice innovation, implementing new concepts, tools, and processes to gain efficiencies with high quality outcomes.
* Experience in defining quality metrics and the creation of high-quality communications / reporting.
* Experience of Microsoft applications and other technologies / programming languages including but not limited to: SQL, .Net, Java, Oracle (PL/SQL) and Unix.
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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) |
| **General Profile** | * Define Test Automation processes, standards, and patterns, working closely with key stakeholders, such as Architecture, Engineering, and Quality Engineering peers to ensure accuracy to business needs and alignment to the CIDO and wider Engineering strategy.
* Provide strategic direction for automation testing across multiple initiatives within the delivery Portfolios.
* Engaging with your peers and the Quality Engineering community to drive a learning culture.
* Technical leadership and building the Quality Engineering culture of the future.
* Setting the delivery team up for success through technical leadership and governance, clear direction of what needs to be achieved, resolving stakeholder questions in a timely manner and facilitating test automation showcases.
* Engaging with stakeholders and users to ensure they are clear on the benefits of the automation and that their feedback is being used to inform ongoing improvements.
* Delivering the automation testing vision to your users, team, and stakeholders.
* Engaging with users and stakeholders through a range of channels to encourage take-up and use of your test automation processes and tools.
* Contributing to the development of the Society as an agile service design centre of excellence.
* Be responsible for the timely design and delivery of your automation products.
* To be key player in the selection of external stakeholders and suppliers
* Support the Quality Engineering practice in the take up and adoption of test automation principles and practices through the Automation Guild and supporting in the delivery of training and development events.
* Challenge and motivate the delivery team to meet the strategic objectives, promote innovation and help identify and facilitate continuous improvements.
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| **People & Relationships** | * Promote a culture of excellence in the Quality Engineering practice and in the organisation.
* Create and maintain alliances within the organisation.
* Liaise with key stakeholders on key issues and provide expert and influential advice.
* Effectively work with Practice Managers and your wider stakeholder group to achieve CIDO goals.
* Challenge and motivate team members to achieve the best outcomes.
* Point of contact for the Portfolio teams, quality engineers (internal & 3rd party) and senior delivery stakeholders in respect of any automation testing activities.
* Displays excellent communication skills and collaborative working practices, developing working relationships both internally and externally.
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| **Governance, Risk & Controls** | * Manage delivery against a set of continuous improvement KPI’s.
* Produce risk mitigation documentation for your automated test frameworks.
* Manage customer/business needs and mitigate risk in line with Society risk frameworks and boundaries; challenge outside area of responsibility where appropriate.
* Encourage a culture of escalation and risk identification/resolution.
* Uses their subject matter expertise, to help influence effective controls, policies and standards, ensuring this leads to a culture of improvement.
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| **Impact, Scale & Influence** | * Supports the Portfolios in understanding and delivering their commitments primarily from an automated testing perspective but having the practicality of looking at the bigger set of deliverables.
* Influences the wider testing practice and shares knowledge.
* Challenging and motivating the Portfolios, Quality Engineering, and 3rd party delivery partners to meet the strategic objectives, promote innovation and help identify and facilitate continuous improvements, driving high quality standards.
* Seek opportunities to influence and support colleagues across the IT.
* Supports personal growth and development.
* Show sensitivity and understanding in resolving acute and complex conflicts.
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| **Decision Making / Problem Solving**  | * Consider the most effective and efficient types of automated testing, methodologies and tools driving strategy to meet organisational and CIDO medium and long term objectives.
* Looks for new opportunities, instigating proof of concepts and discovery phases to on-board new ideas and technology.
* Coach / mentor Quality engineers (internal and external), acting as an escalation point to help mitigate risk, resolve issues and problem solve.
* Assess work outcomes and identify and share learnings to inform future actions.
* Ensure that actions of self and others are focused on achieving organisational outcomes.
* Prioritise your backlog to optimise delivery and customer benefit.
* Research third party vendors and make recommendations for suppliers of professional services or consultants based on this research as and when the need arises.
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| **Comparable Roles** | Quality Engineering Assurance Lead |