

Job Description



Job Title	IT Test Lead
Reports to	IT Services Manager
Direct reports	IT testers X5
Business Area	IT
Grade	Grade 10
Date	July 2026

1. Job Purpose

The IT Test Lead will be responsible for leading and coordinating the activities of the Testing Team, ensuring high-quality testing delivery across all IT projects, enhancements, and Business-as-Usual initiatives.

The role will provide day-to-day management, direction, support and mentoring for the testing team, ensuring consistent application of testing standards, best practices, and documentation requirements.

The post holder will attend scoping sessions, project meetings, and BAU work planning sessions, acting as the subject matter expert for all testing related matters. They will ensure that auditable, robust testing is completed before any change is deployed to the Live environment.

The IT Test Lead will collaborate closely with IT Services Manager, IT Development team, Application Support team, Business Change team, and Project delivery teams to ensure successful delivery of technology change and smooth transition into Service operations.

2a Key Responsibilities

Team Leadership & Coordination

- Lead, mentor and support the team of 5 Testers, ensuring clarity of responsibilities and quality standards.
- Coordinate team workload, prioritisation and task allocation in line with project deadlines and BAU needs.
- Provide performance feedback, coaching and conduct regular 1 2 1s.
- Act as the escalation point for testing issues, risks or blockers.
- Promote continuous improvement of testing processes and methodologies.

Testing Delivery

- Ensure accurate, auditable test plans and scripts are created and maintained.
- Oversee and contribute to testing execution, including system, integration, regression and UAT support.
- Ensure all test evidence and documentation meet organisational audit requirements.
- Support the adoption and enhancement of automation tools and processes.
- Provide expert guidance during scoping sessions to identify testing effort, risks and dependencies.
- Actively participate in rollout planning and early-life support activities.
- Provide clear, actionable feedback to Development and Application Support on test outcomes.

Project & BAU Engagement

- Attend and contribute to project meetings, daily stand ups, sprint planning, and BAU planning sessions.
- Represent the testing function and ensure testing requirements are understood and considered early.
- Work with Business Change and SMEs to plan and coordinate UAT.
- Support accurate estimation for testing effort on planned work.

General Responsibilities

- Ensure all services are delivered in accordance with organisational standards, legislation, and policies including Equality & Diversity, Customer Care and Health & Safety.
- Work collaboratively with colleagues to ensure consistent application of processes.
- Maintain professional knowledge, staying up to date with testing techniques, toolsets and relevant training.
- Undertake any other duties that reasonably fall within the scope of the role.
- Show flexibility and willingness to work outside normal hours where required during critical deployments.

2b. Generic Responsibilities (must be kept in all job descriptions)

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety.
- Undertaking such other duties may be required from time to time that reasonably fall within the scope and grade of the post.

3. Dimensions

Staff: 5 Direct reports

Budget: 0

4. Planning and Organising

- Plan and allocate testing work in line with project schedules, BAU requirements and priorities.
- Anticipate upcoming testing demand based on project pipelines, system changes and resource availability.
- Work to tight deadlines while maintaining high accuracy and attention to detail.
- React quickly to unexpected issues, ensuring continuity of testing activities.
- Apply recognized best practices (e.g., ISTQB) to structure and manage testing work.

5. Problem Solving & Decision Making

- Make day to day operational decisions to ensure smooth testing delivery, resource allocation and issue resolution.
- Prioritise workload within the team, adjusting as needed to meet deadlines.
- Provide test risk assessments and recommendations to project and IT leadership.
- Act as the escalation point for testing related issues and take corrective action to ensure targets and quality standards are met.

6. Communication and Relationships (internal and external)

Communication is a key element of this role across all levels from Board through to shop floor staff.

Key Relationships Internally:

All system application users across the entire business- All levels Board, SLT, Senior Management, operational staff through to shop floor staff.

IT Senior Management Team.

IT Department: IT Services Team- IT Development Team.

7. Special Features and Personal Attributes

Level 2: Proficient

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse spontaneously with a natural flow, and explain complicated information, using accurate spoken English (including technical or specialist terminology), to service users, and when required, demonstrate an ability to find alternative vocabulary in order to be understood.

- Occasional out of hours or weekend work may be required for major deployments or critical testing windows.
- Some cross functional work may be required to support wider IT Services activities.

Person Specification (Essential and Desirable Criteria)

8. Knowledge, Skills and Experience

Area	Essential (E)	Desirable (D)	Assessment (Application/Interview/Task)
Knowledge (Education, Qualifications and Training)			
Degree-level qualification in Information Technology, Computer Science or related discipline, or equivalent knowledge and experience gained through relevant professional practice.	X		Application
Strong understanding of system, integration, regression and UAT testing	X		Application & Interview
Knowledge of the development lifecycle and change management processes	X		Application & Interview
Test automation tools & frameworks	X		Application & Interview
Training delivery techniques		X	Interview
Skills			
ISTQB Foundation (or equivalent experience)	X		Application
ISTQB Intermediate / Test Manager		X	Application
Excellent communication skills with ability to explain technical issues to non-technical stakeholders	X		Application & Interview
Strong leadership, teambuilding and mentoring skills	X		Interview

Ability to plan, prioritise and organise workloads	X		Interview
Strong problem-solving skills	X		Interview
Experience producing clear test documentation and reports	X		Application & Interview
Good understanding of automation frameworks	X		Application
Fluency Duty: Must have the ability to converse at ease with members of the public and provide advice in accurate spoken English in line with Level 2 as stated in section 7 above.	Y		Application & Interview
Experience			
Leading or coordinating testers or test activity	X		Application & Interview
Creating system test scripts and test plans	X		Application & Interview
Automated test tooling	X		Application & Interview
Participation in large-scale system upgrades and deployments	X		Application & Interview
CRM, ERP or other core business system testing		X	Application & Interview
Jobholder Signature:			
Date:			
Manager Signature:			
Date:			