JOB DESCRIPTION	
Job title:	QA Test Lead
Team/Department:	IT Product Team
Location:	Remote hybrid (occasional travel to Ashford Kent)
Hours of work:	37.5 hours (plus systems out-of-hours on-call)
Job title the post holder will report to:	Senior Software Manager
Job titles reporting to the post holder:	QA Tester
Date the role profile was revised:	April 2024

JOB PURPOSE

As the QA Test Lead at Cleo Systems, your primary mission is to drive excellence in quality assurance practices. In this role, you will guide and inspire a small QA team to optimise testing processes crucial to our software solutions via a hands on approach.

Your responsibilities include meticulous oversight of manual testing, strategic implementation of automated testing practices, and the cultivation of a collaborative culture within the QA team. You will be required to lead by example within this role as this is a small team.

Your role is essential in upholding the high standards required in the healthcare industry while strategically transitioning towards increased automation.

Furthermore, you will play a pivotal role in establishing and enforcing best practices, contributing to the strategic implementation of test automation, and ensuring compliance with industry standards. Your expertise will be instrumental in propelling our testing processes to new levels of efficiency and reliability, aligning seamlessly with Cleo Systems' overarching objectives.

As the QA Test Lead, you will be at the forefront of shaping the future of quality assurance at Cleo Systems, contributing significantly to our commitment to delivering top-tier software solutions in the medical industry.

KEY RESPONSIBILITES AND ACCOUNTABILITIES

- Lead and guide the QA team in implementing and enhancing quality assurance practices to meet the highest standards in software development for Cleo Systems.
- Oversee and execute meticulous manual testing processes, ensuring thorough examination of software solutions to identify and address potential issues and bugs.
- Strategically drive the introduction and integration of automated testing practices, aiming for increased efficiency and reliability in the testing processes.

- Foster a collaborative culture within the QA team, promoting effective communication and knowledge sharing to enhance overall team performance.
- Play a pivotal role in establishing and enforcing best practices in quality assurance, ensuring compliance with industry standards and regulations.
- Lead the charge in adopting and integrating automated testing tools and technologies, owning the process, and driving discussions with key insights to enhance our testing strategy.
- Collaborate with cross-functional teams to ensure seamless coordination between development and testing processes, fostering a holistic approach to software quality.
- Continuously stay updated with industry best practices and advancements in testing methodologies to evolve testing processes effectively and meet the evolving needs of Cleo Systems.
- Take accountability for the overall efficiency and reliability of testing processes, ensuring timely identification and resolution of issues to prevent disruptions in software delivery.
- Lead initiatives to establish and maintain comprehensive documentation practices, facilitating effective knowledge sharing within the QA team and across relevant departments.
- Contribute to discussions related to the adoption and integration of testing tools and technologies, providing valuable insights and recommendations to enhance Cleo Systems' testing strategy.
- Provide leadership and line management for the QA team's development and performance, fostering a high level of expertise, productivity, and collaboration to achieve quality assurance goals.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a 'challenger' to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.

The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click here.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in

a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Bachelor's degree in Computer Science, Engineering, or a related field, or equivalent relevant experience Excellent level of English and IT skills		Application/ Certificates/ Interview
Experience	5+ years of experience as a QA Tester or relevant role, with a minimum of 2 years in a leadership position In-depth knowledge and practical experience in manual testing Experience in managing a team while leading by example. Knowledge and practical experience in automated testing tools such as Selenium and Cypress Proficiency in performance testing tools such as LoadRunner Collaborative mindset, aligning strategies effectively with cross-functional teams, stakeholders, and partners for overall project success	Proficiency in performance testing tools such as LoadRunner Familiarity with security testing tools, including ZAP Possess in-depth understanding and expertise in the NHS and healthcare domain, demonstrating knowledge of industry-specific regulations, processes, and standards	Application/ Interview

Requirements	Essential	Desirable	How identified
	Proven track record of hiring, developing, and guiding the growth of QA professionals Strategic mindset to integrate QA strategies with long-term organisational goals Experience in API testing using tools such as Postman Familiarity with security testing tools, including ZAP Proven capability in coordinating testing efforts within a project and ensuring adherence to timelines In-depth technical leadership, contributing to efficient testing designs and implementations Demonstrated commitment to continuous improvement in QA processes and methodologies Familiarity with data protection regulations and standards relevant to software testing Strong problem-solving skills with a focus on proactive issue resolution in the QA domain Proficiency in project management and collaboration tools such as Jira and Confluence		

Requirements	Essential	Desirable	How identified
Practical skills	Display an innovative mindset, introducing creative solutions to intricate challenges in the quality assurance domain Demonstrate exceptional analytical and problem-solving skills, ensuring effective identification and resolution of testing issues Thrive in a fast-paced and complex environment, showcasing a passion for successfully managing and juggling multiple competing priorities Possess the ability to understand the big picture of our business, contributing to the larger organisational vision by delivering incremental testing solutions aligned with strategic objectives		Application/ Interview
General	Ability to influence senior stakeholders, both inside and outside the company Excellent presentation and communication skills Highly analytical with a track record of making data-driven decisions Mentoring experience working with either peers or direct reports to further personal development goals		Application/ Interview

Requirements	Essential	Desirable	How identified
	Passion for quality, in your own and your teams' work		