

JOB DESCRIPTION

Job Title	Test Lead		
Reports to	Head of Application Development and Support		
Department	Technology		
Job Family	Business Services	Level	Level 4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The A2A Test Lead provides senior specialist quality oversight across the Aware to Admit transformation programme

This role ensures that each delivery wave is supported by a clear, proportionate and risk-based testing approach, and that integration, data and business process changes are validated before release into live operation.

Operating at programme level, the Test Lead brings structure, clarity and governance to testing across workstreams, ensuring that quality is designed into delivery rather than assessed only at the end.

The role safeguards release readiness by:

- Defining what “good” looks like for each wave
- Establishing clear entry and exit criteria
- Providing transparent defect and risk reporting
- Coordinating UAT and non-functional assurance
- Ensuring quality evidence supports go-live decisions

The Test Lead does not sit within sprint delivery teams but operates across them, providing oversight, challenge and assurance to protect the integrity of the A2A programme.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key Areas of Accountability

A2A Programme Test Strategy & Quality Governance

- Define and own the A2A Test Strategy across all delivery waves.
- Establish programme-level quality gates aligned with LBS SDLC governance.
- Define clear entry and exit criteria for SIT, UAT, NFR and release readiness.
- Ensure risk-based testing proportional to scope and complexity of each wave.
- Maintain traceability between requirements, acceptance criteria and test coverage.

Integration & Data Assurance

- Oversee integration testing approach across Salesforce, middleware and downstream systems.
- Define data validation and reconciliation approach for migration and release waves.
- Ensure clear ownership boundaries between Test Lead, Integration Lead and Technical Lead.
- Provide assurance that integration and data risks are identified and mitigated prior to go-live.

Defect Governance & Quality Risk Management

- Own programme-level defect triage framework and severity model.
- Facilitate cross-team defect prioritisation in collaboration with Product Owners.
- Provide structured reporting of defect trends, risk exposure and release readiness.
- Escalate systemic quality risks to Programme Governance forums.
- Lead root cause analysis for high-impact or recurring defects.

Non-Functional Testing Coordination

- Define the NFR testing strategy (performance, security, accessibility, operational readiness).
- Coordinate execution with accountable technical domain owners.
- Ensure NFR evidence is documented and reviewed prior to release readiness assessment.

User Acceptance Testing (UAT) Governance

- Define and manage the UAT operating model across business areas.
- Establish structured UAT scope, entry/exit criteria and defect handling process.
- Coordinate business testers through matrix management model.
- Ensure UAT outcomes are objectively assessed prior to release recommendation.

Release Readiness & Assurance

- Produce wave-level release readiness assessments.
- Confirm whether defined quality criteria have been met.
- Provide structured quality reporting and risk analysis to Programme Governance forums to support informed decision-making.
- Support go/no-go decision-making with objective evidence.
- (Note: Final release authority remains with Programme governance.)

Vendor & Stakeholder Management

- Hold delivery partners accountable for agreed testing scope and evidence.
- Challenge insufficient coverage or unclear quality reporting.
- Represent quality assurance at programme governance meetings.
- Build constructive working relationships across delivery and business teams.

Key Performance Indicators (KPIs)

Governance & Structure

- Approved A2A Test Strategy in place within first 8 weeks.
- Defined entry and exit criteria applied consistently across all delivery waves.
- 100% of releases supported by documented release readiness assessment.

Quality Risk & Defect Management

- Clear defect severity model adopted across programme.
- Reduction in defect leakage between SIT and UAT phases across successive waves.
- No unresolved critical defects carried into production without formal risk acceptance.
- Defect trend reporting provided at each Programme Governance meeting.

Integration & Data Quality

- 100% of integration test cycles executed with documented evidence.
- Data reconciliation approach defined and applied for each migration/release wave.
- No major post-go-live data integrity incidents attributable to insufficient test coverage.

UAT Effectiveness

- UAT entry criteria met prior to business testing commencement.
- Business sign-off supported by documented evidence of coverage.
- Clear defect triage process in place with agreed SLAs for severity categories.

Stakeholder Confidence

- Positive retrospective feedback on clarity of quality governance model.
- Programme Board receives structured quality reporting for every wave.

- Delivery partners adhere to agreed testing standards and evidence requirements.

Knowledge/Qualifications/Skills/Experience required

Essential

Programme & Quality Leadership

- Proven experience leading programme-level testing within complex digital or CRM transformation initiatives.
- Demonstrated ability to define and implement end-to-end test strategies across multiple workstreams and release waves.
- Strong understanding of quality governance frameworks, entry and exit criteria, and structured release readiness assessments.
- Experience operating at senior stakeholder level, providing clear and objective quality reporting and risk assessments.

Salesforce & CRM Domain Knowledge

- Practical experience overseeing testing within Salesforce ecosystems, ideally including Education Cloud and/or Marketing Cloud.
- Strong understanding of CRM data models, customer lifecycle processes, consent management and marketing automation journeys.
- Awareness of how Salesforce configurations, workflows and integrations impact end-to-end business processes.

Integration & Data Assurance

- Solid understanding of system integration testing methodologies, including API validation, batch processing and data synchronisation.
- Experience overseeing data migration validation, reconciliation approaches and data quality verification.
- Ability to interpret integration architecture and identify areas of quality risk across connected platforms.

Risk-Based Testing & Defect Governance

- Experience applying risk-based testing approaches aligned to release complexity and business impact.
- Strong analytical capability to interpret defect trends, quality indicators and systemic risks.
- Experience establishing structured defect triage frameworks and escalation models across multi-team environments.

Agile & Delivery Environments

- Strong understanding of Agile and hybrid delivery models, with experience aligning testing governance to sprint-based development.
- Familiarity with CI/CD environments and the role of automation within release assurance.
- Experience working in vendor-led or partner-supported delivery programmes.

Tools & Technical Awareness

- Familiarity with Azure DevOps, Jira or equivalent test management and defect tracking tools.
- Working knowledge of API testing tools (e.g. Postman) and data validation techniques (e.g. SQL queries) sufficient to provide oversight and challenge where required.

Regulatory & Compliance Awareness

- Good understanding of data protection principles, particularly GDPR, within CRM and marketing ecosystems.
- Awareness of accessibility and security considerations within digital platform delivery.

Behavioural & Leadership Capabilities

- Ability to influence across technical and business stakeholders within a matrix management environment.
- Confidence to constructively challenge delivery partners where testing evidence is insufficient.
- Structured, independent and evidence-based approach to quality governance.
- Strong facilitation skills for cross-team defect triage and UAT coordination.
- Clear and confident communication style suited to Programme Board reporting.

Desirable

- Experience in higher education, admissions, student lifecycle management or regulated environments.
- ISTQB Advanced Test Manager or equivalent certification.
- Experience supporting large-scale CRM implementations involving multiple integrations and data migrations.
- Exposure to performance, security or accessibility testing coordination within enterprise environments.

Staff	
Budgets	A2A
Date Updated	19th Feb 2026