

JOB DESCRIPTION

Job Title	QA Engineer		
Reports to	Head of Delivery		
Department	Technology		
Job Family	Business Services	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 QA Engineer is accountable for driving quality within a multidisciplinary delivery team, ensuring that solutions are designed, built, tested and released to a robust and transparent quality standard.

Working closely with Business Analysts, Developers, DevOps and stakeholders, the QA Engineer leads testing strategy and execution within their domain, combining automation, exploratory testing and structured UAT to ensure confidence in delivery.

The role balances hands-on technical testing with leadership in quality practices, acting as a champion of quality throughout the delivery lifecycle.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Quality Leadership within the Delivery Team

- Act as the quality lead within the multidisciplinary delivery team.
- Define and agree test approaches aligned to delivery scope and risk.
- Challenge requirements, designs and implementation decisions where quality risks exist.
- Represent quality in planning, refinement and release discussions.
- Provide clear recommendations on release readiness.

Test Strategy & Planning

- Develop proportionate test strategies across manual, automated and exploratory techniques.
- Ensure test coverage aligns to functional and non-functional requirements.
- Define regression strategy and manage test artefact maintenance.
- Ensure appropriate documentation and traceability.

Automation & Technical Testing

- Design, implement and maintain automated test suites.
- Contribute to CI/CD pipeline integration of automated tests.
- Improve and refactor existing automation frameworks.
- Apply API, performance, accessibility and security testing where appropriate.
- Promote testability within solution design.

User Acceptance Testing Leadership

- Plan and coordinate UAT cycles in partnership with business stakeholders.
- Provide guidance and support to business testers.
- Produce UAT materials, scripts and training as required.
- Ensure feedback is triaged and managed effectively.
- Maintain strong stakeholder relationships throughout testing cycles.

Defect Management & Reporting

- Log, triage and prioritise defects collaboratively with developers and Delivery Manager.
- Provide transparent reporting on test progress, risks and quality indicators.
- Use Azure DevOps or equivalent tools to maintain accurate test and defect tracking.
- Conduct root cause analysis where appropriate.

Continuous Improvement & QA Capability Development

- Identify opportunities to improve testing practices within the team.
- Contribute to wider QA standards and knowledge sharing across delivery teams.
- Promote consistency in automation patterns and quality metrics.
- Support onboarding and upskilling of colleagues where required.

Team Specialist

In addition to core delivery responsibilities, the Team Specialist is accountable for defining, shaping and maintaining standards, practices and capability across delivery teams within their discipline.

- Quality Standards and Strategy
- Define and continuously evolve testing strategies, frameworks and standards across delivery teams
- Ensure consistency in test approaches, tooling and quality practices
- Act as a recognised authority on quality engineering practices across delivery teams
- Quality Leadership Beyond the Team
- Provide quality leadership beyond the immediate delivery team, supporting multiple teams with complex testing challenges
- Act as an escalation point for critical quality issues and release risks across delivery teams
- Influence quality-related decision-making across delivery teams
- Automation and Test Engineering Capability
- Drive adoption and maturity of test automation practices across teams
- Promote best practices in automated, regression and integration testing

- Identify opportunities to improve test coverage, reliability and efficiency across delivery teams
- Capability Development and Mentoring
- Lead and coordinate the development of QA capability across teams
- Coach QA engineers and support broader team understanding of quality practices
- Contribute to performance and development discussions with Delivery Managers
- Quality Practice Leadership and Improvement
- Drive cross-team improvements in:
 - test automation
 - test coverage
 - defect management
 - release confidence
- Identify systemic quality issues across systems and teams
- Cross-Team Alignment
- Promote alignment in quality practices across delivery teams
- Work closely with developers, BAs, DevOps and Integration to embed quality throughout delivery

KPIs:

- Reduction in production defect leakage.
- Effective regression coverage through automation.
- High-quality UAT cycles with minimal rework.
- Clear visibility of test status and risk.
- Positive stakeholder feedback on quality confidence.
- Measurable improvement in automation coverage.

Additional KPIs - Team Specialist

- Adoption and consistency of QA standards and testing practices across teams
- Measurable improvement in test automation, coverage and release quality
- Reduction in production defects and quality-related rework
- Effective influence on cross-team quality decisions, risk management and release readiness

Essential

- Strong experience in software testing within Agile or hybrid environments.
- Hands-on experience with test automation frameworks.
- Experience integrating automated tests into CI/CD pipelines.
- Strong understanding of different test types (functional, regression, API, performance, accessibility, security).
- Experience leading UAT cycles with business stakeholders.
- Strong defect management and root cause analysis capability.
- Excellent communication skills with confidence to challenge constructively.

Desirable

- Experience with Azure DevOps.
- Experience working in complex multi-system environments.
- Programming/scripting experience (e.g. C#, JavaScript, Python).
- ISTQB or equivalent certification.

Staff	
Budgets	
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