

Role Profile

| Role Title | Level | Team | Function |
|--------------------------------|-------|---------------|-------------|
| Release & Environments Manager | | IFGL Group IT | IT Delivery |

| Purpose of the Role |
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| <p>The Release & Environments Manager reporting in to the Head of IT delivery plays a crucial role in overseeing the planning, coordination, and management of software releases across all stages of the IFGL software development lifecycle. This role focuses on defining effective release frameworks, provisioning and managing test environments and ensuring smooth, controlled, and reliable software deliveries across the IFGL enterprise.</p> <p>The R&E function, incorporating DevOps works closely with testing to enable a predictable, efficient and high velocity flow of change through build, test and production environments in alignment with the agreed Release calendar. The R&E Manager is responsible for championing DevOps principles and proactively driving initiatives to enhance collaboration, automation, and continuous innovation across the IFGL organisation.</p> <p>The role involves coordination of multiple suppliers and internal departments, maintaining alignment and operational readiness of controlled environments within agreed performance thresholds. The R&E Manager is responsible for planning, sequencing and communicating activity across the IFGL route to live, maintaining related technical documentation and environment artefacts, managing dependencies, mitigating environment related risks and resolving resourcing conflicts between projects requesting access to limited resources.</p> <p>The R&E Manager is responsible for definition and maintenance of all control frameworks, tooling and associated artefacts including environment topology diagrams/maps, SOEs, run-books and maintenance schedules required to facilitate consistent, efficient and timely delivery of deployments in support of the Release calendar.</p> <p>The R&E Manager will work alongside the Head of IT delivery to develop and implement a strategic roadmap for the IT Delivery function, contributing to the development and optimisation of the automation toolchain and service transition models.</p> |

Key Contribution Areas

Measures

| Key Contribution Areas | Measures |
|--|---|
| Ownership of Release Management controls | <ul style="list-style-type: none"> • Develop, implement, and oversee efficient Release management frameworks • Implement a multi cadence release calendar in support of strategic business objectives • Collaborate with cross-functional teams to plan, coordinate and execute releases • Design, implement, and manage CI/CD pipelines to automate build, testing, and deployment processes, ensuring reliability and repeatability using tools like ADO, Jenkins, GitLab CI/CD |
| Ownership of Environment Management controls | <ul style="list-style-type: none"> • Implement and maintain configuration management processes, ensuring version control, consistency, and traceability of environment configurations. • Provision, configuration, and maintenance of environments, ensuring consistency, scalability, and efficiency. • Creation and maintenance of environment topology diagrams and plans • Ensure resilience and availability minimising disruption and unscheduled downtime • Environment booking system to avoid conflicts and ensure consistent access to resources |
| Support of Service transition process | <ul style="list-style-type: none"> • Support the Head of IT Delivery to define Service Transition models in close collaboration with Head of Service. • Ensure the safe and consistent transition of IT services from development to the operational environment, including planning, coordination, and Risk Management |
| Understanding and supporting the control environment for the IT Delivery team, | <ul style="list-style-type: none"> • Actively support the control environment, maintaining control effectiveness across existing controls, being mindful of emergent risks across IT Delivery functions • Ensure Environment Management activities are understood and communicated effectively |
| Ensuring R&E Management meets agreed targets | <ul style="list-style-type: none"> • Work with DevOps & testing to adopt holistic metrics and KPIs across the path to live (DORA) • Define key environmental management metrics and efficiency KPIs • Implement monitoring protocols to ensure uptime of test environments is in line with KPIs • Proactive monitoring of environment performance, ensuring stability and reliability. |
| Driving improvements across the Release & Environment function | <ul style="list-style-type: none"> • Identify opportunities for efficiencies by implementing best practices, optimising processes, and proactively evaluating emerging technologies, tooling and automation • Evaluate, select, and manage tools and technologies related to release management, environment provisioning, and DevOps practices, ensuring alignment with organizational objectives. • Mentor and train other members of the team and wider business |

Functional or Technical Knowledge and Skills Required

- Significant experience in release management, environment provisioning, DevOps and testing/QA
- Proficiency in CI/CD tools (Azure DevOps, Jenkins), configuration management tools, service virtualisation and infrastructure as code (IaC) tools.
- Strong understanding of cloud platforms (Azure) and containerisation technologies (Docker, Kubernetes).
- Environment configuration using a mixture of cloud-based infrastructure (Azure) and or physical components,
- Experience in management of test data to ensure projects have appropriate data sets
- Ability to coordinate, influence and challenge stakeholders, chair governance forums, working groups and workshops
- Degree qualified in IT/related subject or with equivalent professional experience

Personal Capabilities Required, e.g. skills, attitude, strengths

- Demonstrate an ability to think and reason logically, remaining calm under pressure
- Experience of working in a complex sourcing environment with multiple, diverse partnerships (internal and external)
- Excellent relationship management and mediation skills, comfortable coordinating multiple stakeholders and third parties
- Excellent spoken and written communication skills, with the ability to translate complex technical topics into a language that meets the audience's knowledge level

People, Budget and Project Scope

- Reports directly to the Head of IT Delivery
- Works in tandem with other teams in the function and all stakeholders involved in Change delivery across the IFGL Group