

JOB DESCRIPTION



Section 1: General information	
Job title:	Test Lead
Department:	IT
Reports to:	Director of IT
Section 2: PenCarrie's story and purpose	
PenCarrie's story: With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.	
PenCarrie's purpose: The distribution partner that enables exceptional customer success.	
Section 3: Purpose and responsibilities of the role	
Main purpose of role: The Test Lead will establish and lead our testing function, ensuring that software and systems are delivered with high quality and minimal defects. This role will be responsible for developing and implementing a robust testing strategy, leading test planning and execution and managing the test team. The Test Lead will collaborate closely with development teams to ensure alignment with quality standards and best practices, fostering a culture of quality within the organisation.	
Main responsibilities: <ol style="list-style-type: none"><i>Test Strategy Development:</i> Develop and implement a comprehensive test strategy aligned with overall business objectives and project requirements.<i>Test Planning and Execution:</i> Create detailed test plans, including test cases, test scripts and test data. Oversee the execution of test cases and ensure timely delivery of testing activities.<i>Defect Tracking and Management:</i> Establish and maintain defect tracking system, ensuring timely identification, reporting and resolution of defects.<i>Quality Assurance:</i> Promote a culture of quality within the organisation, ensuring adherence to quality standards and best practices.<i>Stakeholder Management:</i> Communicate effectively with stakeholders, including development teams, project managers and business analysts, to ensure alignment on testing objectives and timelines.<i>Automation:</i> Drive the adoption of test automation to increase efficiency and reduce manual effort.<i>Continuous Improvement:</i> Continuously evaluate testing processes and tools to identify areas for improvement and implement innovative solutions.<i>Performance Testing:</i> Conduct performance testing to ensure the application meets performance requirements.<i>Security Testing:</i> Conduct security testing to identify vulnerabilities and protect the application from threats.	
Section 4: Person specification	
Knowledge, skills and experience required: Essential <ul style="list-style-type: none">Proven experience in software testing methodologies (e.g. Agile, Waterfall) and techniques (e.g. functional, non-functional, performance and security testing).	

JOB DESCRIPTION

- Strong understanding of software development lifecycle (SDLC) and its integration with testing processes.
- Experience in test planning, design, execution, and defect management.
- Proficiency in test management tools (e.g. JIRA, TestRail) and automation frameworks (e.g. Selenium, Appium).
- Experience in test automation frameworks (e.g. Selenium, Appium) and scripting languages (e.g. Python, Java).
- Excellent analytical and problem-solving skills to identify, analyse and resolve testing issues.
- Strong communication and interpersonal skills to collaborate effectively with development teams, stakeholders and other team members.

Desirable

- Knowledge of performance testing tools (e.g. JMeter, LoadRunner) and security testing techniques.
- Experience with cloud-based testing environments (e.g. AWS, Azure).
- Certification in software testing (e.g. ISTQB) or related fields.

PenCarrie Values**We're dedicated to customer success**

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

We build strong and respectful relationships

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

We look forward and embrace change

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

We're proud of everything we do

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

We grow responsibly

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

**Section 5: Job description prepared by****Job title: Director of IT****Date: November 2024**