



<b>Job title:</b>	Consumer Digital Test Lead
<b>Department:</b>	Digital Technology
<b>Responsible to:</b>	Consumer Digital Product Manager
<b>Salary:</b>	Competitive
<b>Hours:</b>	40 hours per week

### The Role:

This role is responsible for ensuring that best-in-class digital products are fully tested before delivery to Brompton consumers. Brompton is experiencing high levels of growth, especially in the e-commerce arena, and our ability to meet the consumer demands is determined on our ability to transform as an organisation. To facilitate this, Brompton is going through major systems change, with the goal of empowering the business to use technology as an enabler of growth, rather than an hinderance. This role requires significant experience in testing digital products related to global omnichannel e-commerce. The ability to think methodically is key, balancing the company's need to progress whilst ensuring quality is not compromised.

The Test Lead is a multi-facetted role; in the first instance you will own the testing methodology, the end-to-end process and reporting back to the business on testing KPI's. Key responsibilities included performing and defining different testing cycles (e.g. unit, regression, smoke, UAT), delivering plans for those test cycles, reporting key testing metrics, and management of additional testing resource as and when required. The Test Lead is responsible for the UAT of new functionality for the consumer platform. This starts with the engagement of the applicable UAT team and defining success criteria, right through to ensuring business readiness documentation is completed and the UAT team and Stakeholders have signed off on the development.

In addition, you will also be managing the delivery of defects, prioritising these alongside the Consumer Digital Product Manager to ensure developer budget is utilised effectively.

To be successful in this role, you need to have excellent communication skills, with an ability to hold a technical conversation with business owners of varying degrees of technical knowledge; from those with little contact with brompton.com, to everyday business users and developers. Moreover, you should have a methodical and rigorous approach to documentation and process.

### The Person

The successful candidate in this role will be able to give support and care in terms of both practical advice and action in areas where competence, knowledge and experience are needed. They must be able to establish, build and stabilise relationships by listening to what others have to say thus digesting and absorbing the facts in order to respond and take necessary action. The ideal candidate will develop a team atmosphere through hard work, calmness, tolerance and consistency, attempting to fulfil work projects with honesty and integrity.

The person in this role will generate and provide specialist and/or administrative services which benefit the organisation which lead to a high level of both internal or external customer satisfaction. They must be able to seek ways of perfecting things, raising standards, reducing errors and overcoming omissions. The successful candidate in this role will be expected to be non-confrontational when handling or involved in conflict situations and in order to achieve agreed and acceptable standards and timescales adopt a passive working ethic.

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This role calls for a person who is systematic and can concentrate on things within their area of knowledge, experience and education. The work may involve gathering facts or performing specialist assignments. The person fulfilling this role should be approachable, thorough, methodical, predictable, self-disciplined, patient, logical, careful, diplomatic and conventional in approach. Moderation, consistency and the ability to tie up all the loose ends and finish a job will be of importance.

#### **Key Responsibilities:**

- The testing of consumer facing digital products – primarily on [www.brompton.com](http://www.brompton.com), the e-commerce part of Brompton.com, the consumer APP and CRM systems.
- Performing and defining testing cycles: Not limited to, but includes; unit, regression, smoke & UAT
- Business Analysis: Helping the business build ROI's including stakeholder management
- Preparing Environments: ensuring test environments are data ready for testing
- Test Script Administration: creation and maintenance of test scripts based upon changes in environments and features.
- Other testing: At times you may be required to test away from the Sitecore/Magento platform for true end to end testing, encompassing but not limited to ERP system, store and manufacturing processes.
- Ad hoc duties: As with all roles, you may at times be required to carry out ad hoc duties; whether that is to support another team member, to take on additional responsibilities or to get involved in project work that may impact not only on your department but also the wider business.
- The products must deliver requirements for the prospect, purchaser and owners in equal portion on an international scale, the ability to provide clear feedback to the Consumer Digital Product Manager is key.
- Collaborate with Consumer Digital Product Manager and key stakeholders to understand the product vision from a business and technical perspective, formulating plans to test and ensuring they are kept informed on progress.
- Build and ensure quality standards are continuously met and monitored.

#### **Essential Experience:**

- Must have at least 4 years' experience in delivering digital products using Agile Methods.
- Must have demonstrable experience testing consumer centric transactional websites and apps on a global scale, understanding the challenges in different countries ensuring the appropriate regulations are adhered to.
- Must have end-to-end knowledge of e-commerce, click and collect models and how ERP influences it.
- Must have deep understanding of the digital landscape.
- Must have knowledge and understanding of DevOps.
- Working knowledge of Jira and Confluence.
- Working knowledge of Google Analytics and Google Tag Manager.

#### **Essential Skills**

- Must have meticulous attention to detail.
- Methodical approach to work.
- Must have the ability to communicate between the technical and non-technical.
- Must have the ability to maintain testing momentum to acceptable quality standards.

#### **Qualifications**

- Training or working experience in Agile and Waterfall methods is beneficial.
- ITSQB qualified.

The ideal candidate will come from a diverse background, bringing with them a wealth of knowledge in digital product test management.

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## Job Profile

### Steadiness (High S)

- This role will suit those who appear calm and self-controlled
- Sincere concern for others and the ability to work comfortably within a team or workgroup will strongly favour applicants for this post.
- This job requires the special ability to regularly finish assignments and take tasks through to their natural conclusion.
- Structure, persistence and stability are important components of this job.
- This position will provide an environment characterised by security, proven methodology and specialisation.
- Good day-to-day planning capabilities are an essential to this role

### Compliance (High C)

- A disciplined and rational approach to problem solving will be important when evaluating strategic or operational alternatives.
- The possession of, and recognition for, specialist or technical competences are factors required for this role
- Successful candidates will adhere closely to policies, procedures and precedent.
- Unlikely that this position will require the candidate to take on-the-spot decisions with only partial analysis or superficial supporting data.

### Dominance (Marginally Low D)

- The person is to display a distinctly cautious and conservative approach to their work commitments

### Influence (Low I)

- A congenial but serious and logical approach to task completion is called for.
- Successful incumbents will tend to be reserved and logical, concentrating more easily on factual and analytical tasks than with more people focused responsibilities.
- Well suited incumbents will tend to be logical and objective problem solvers.
- Cautious and carefully considered decision taking and day-to-day operational commitments will be traits associated with the person in this role.

### About the Company:

Our mission is to transform the way people live in cities. With over 16 million possible combinations of gears, colours, handlebars and accessories, we make more than just a bicycle, and we are more than just a bicycle company. We continue to make the Brompton in West London, where we started in 1975, but our product has travelled far - we now export 80% of our bicycles to 45 countries. In the past 2 years we have invested in a new purpose-built production facility, transformed our digital architecture, opened new flagship stores and had our biggest product launch in company history and we're not stopping there. To change urban living, we need passionate, innovative and talented people that want to challenge the status quo and make an impact.

We have set out a strategic plan to build a world class omni channel customer experience, where we empower our customers to engage with us seamlessly in any format they choose, in stores or digitally. We're building the technical foundations to a global ecosystem that will bring us closer to our customers and allow us to serve them in ways they expect, but to also delight them.

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## How to Apply:

If you feel that you fit within the Brompton team spirit and you can bring talent, innovation and enthusiasm to our workforce then please email your CV and covering letter to the People team, at [recruitment@brompton.co.uk](mailto:recruitment@brompton.co.uk) . In the subject, please specify the role you are applying for. You are encouraged to submit when ready and not wait until the deadline. Please specify your salary expectations.

*You should be advised that any applications submitted without a covering letter and CV will not be considered for the role.*

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences of relief, to equalize peak work periods or otherwise to balance the workload.