

ROLE DESCRIPTION

Job title	IT Release Manager	Role Holder:	
Reporting Lines:	IT Platform Services Manager	Location:	London

1. Purpose

Lancashire Group is seeking an experienced Release Manager to support the company’s business transformation project. This is a new role reporting to the Platform Hosting function in Lancashire’s IT Operations department.

The candidate will be expected to manage the release schedules and compatibilities for all Lancashire applications and interfaces, coordinating the deployment of upgrades and patches, provided by both internal development teams and external vendors. The candidate will collaborate with IT stakeholders to maintain multiple test and production application environments, ensuring that they are fully operational and refreshed when required.

The candidate should have a strong knowledge of Azure automation and will be required to work closely with other team members to identify and automate any repetitive release refresh tasks.

Platform Hosting is a new team and will take responsibility to provision, monitor, and support all transitioned IT application services. Workload and experience allowing, the candidate should also be willing to participate in the team’s normal business duties, application deployments, project work and out of hours on-call support rota.

2. Specific Responsibilities

- Plan the release schedules by collaborating with the rest of the team to prioritise release scope, objectives and timelines.
- Manage the release schedules and compatibilities for all Lancashire applications and interfaces, coordinating the deployment of upgrades and patches, provided by both internal development teams and external vendors.
- Identify and mitigate risks associated with releases, including impact analysis and contingency planning.
- Collaborate with IT stakeholders to maintain multiple test and production application environments, ensuring that they are fully operational and refreshed when required (this includes configuration management).
- Communicate release schedules, status updates and deployment instructions to stakeholders and senior management.
- Drive continuous improvement in release management to enhance efficiency and reliability of service to the organisation.
- Maintain comprehensive release documentation, including release notes, known issues, and deployment runbook procedures.
- Provide support during post-release issues and incidents, and assist with any corrective actions.
- Define and track key performance indicators (KPIs) to measure release effectiveness and efficiency.

3. Essential Skills & Requirements

- Bachelor's degree or higher education qualification in Information Technology, Computer Science or related field,
- Experience working in DevOps/SRE/Platforms/Infrastructure IT roles and relevant certifications (ITIL, DevOps or Agile)
- Excellent communication skills and ability to manage regular and effective stakeholder meetings.
- Experience with Infrastructure automation using Infrastructure as Code (IaC) and configuration tools.
- Experience working with core Azure compute, storage, networking resources and a broad knowledge of the available Azure platforms across IaaS, PaaS and SaaS.
- Experience with automating the application deployment process through continuous integration and development (CI/CD).
- Familiarity with the software development and build process of application based on .NET platform.

4. Lancashire Values

- **L**eadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- **A**spirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are
- **N**imble in our decisions, actions and business processes, and considerate of our environment and wider society, we are
- **C**ollaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- **S**traightforward in conducting our business in an accountable, open, honest and sustainable way.