

## Job title

Release Manager

## Location

Kings Hill (Kent), near West Malling

## Department

Delivery

## Who are RDT?

RDT is a focused and successful agile software company. It has been working in the UK insurance market for over 20 years and in this time has been delivering highly innovative software and consulting solutions. RDT prides itself on being a disruptive force in the insurance market and has been at the forefront of many pivotal technology innovations. This is still true today, as we continue to build industry changing products in our singular quest to *ReDefine Tomorrow*.

## The Release Manager role at RDT

The Release Manager reports directly to the Principal Release Manager and assists with the overall responsibility for the end-to-end Release process and delivery of RDT's products to its customers. This role is of fundamental importance and a crucial element in our overall success.

This role manages the release of software and its supporting processes. The Release Manager is responsible for the release of all software changes and accountable for the quality and completion against a release schedule.

## What you'll be doing

- Working in a fast-paced environment across multiple delivery teams to coordinate releases and make sure they are fit for purpose before delivering to customers and Managed Services.
- Assisting with the development, implementation and ongoing operation of the Release Management policies and processes at RDT.
- Helping with the day-to-day operations of the Release team ensuring we deliver against our commitments and to our agreed process.
- Ensuring release documentation is of a high quality and assisting with the production of release notes and installation guides.
- Support releases and manage issues through customer release preparation, UAT and promotion into Production.
- Overseeing release pipelines and acting as single point of contact for the troubleshooting of issues.
- Assisting with the deployment of releases to test environments and troubleshooting any issues that arise.
- Facilitation of Release team progress and retrospective meetings, ensuring all associated impediments are removed and actions are fulfilled.
- Coordinating root cause analysis on customer release issues.

- Providing reports, KPIs and metrics on the key performance of the release process in order to fulfil progress monitoring, quality assurance and ongoing improvement.
- Work as an ambassador for the Release capability of RDT both internally and externally.

## What we need from you

### **Qualifications & Experience:**

- A degree, similar level qualification or qualified by experience.
- Proven experience of leading and managing the successful release of complex, highly performing and high quality software systems.
- Understanding of Agile principles and practices.
- Solid experience and knowledge of all aspects the Software Development Lifecycle.
- Very strong appreciation of the SDLC tools.

### **Essential Skills:**

- Knowledge of CI/CD practices and principles
- An agent of change.
- Excellent leadership and management skills.
- Excellent multi-tasking and strong communication skills.
- Excellent analytical and problem solving skills.
- Excellent eye for detail.
- Expert at gathering and communicating metrics.
- Excellent presentation and communication skills and a diplomatic nature.

### **Desirable Skills:**

- Exposure to Azure
- Knowledge of Azure DevOps/TFS
- Previous SQL experience
- Exposure to testing/automation tools
- Excellent presentation and communication skills and a diplomatic nature.

## What's in it for you

You will have the opportunity to shape the direction of RDT and its process, skills and practices and influence our strategic, technical and business approach. You will be working with sharp and innovative people who are dedicated and driven and more than happy to share their knowledge with you. You will be expected to be the best you can be and encouraged and supported to achieve this.