Test Lead
Position Description

Reporting to:	Chief Information Officer	Work location:	Melbourne
Department:	Group Operations	Budget holder:	No
Team:	Technology	Direct reports:	No

Here you'll make a difference

The Test Lead at Save the Children Australia & Pacific is a transformative role responsible for establishing and leading a professional testing capability across the entire technology organization. This position will build quality assurance excellence from the ground up, creating sustainable testing practices that span software development, system implementations (including HRIS and core Finance systems), and all related technology initiatives.

Reporting to the Chief Information Officer, the Test Lead will not only manage testing execution but will also architect and embed a comprehensive quality culture across all technology teams. This role requires a unique blend of hands-on testing expertise and strategic capability building, ensuring that rigorous quality practices become integral to how Save the Children delivers technology solutions that support our mission to improve the lives of children.

The Test Lead will develop and execute testing strategies across the full spectrum—from automated unit testing and security compliance, end-to-end system validation through to user acceptance and model office. By establishing robust testing frameworks, mentoring teams, and instilling quality-first thinking throughout the organization, this role will ensure that our process and technology solutions are reliable, secure, and effectively serve our people, partners, and ultimately the children and communities we support.

Here your skills will be valued

Role requirements

Testing Strategy & Leadership:
- Define and implement a comprehensive testing strategy aligned with organizational priorities and technology roadmap.
- Lead the planning, design, and execution of testing activities across all technology-enabled projects, from small enhancements to major system implementations.
- Establish testing standards, methodologies, and best practices that align with industry standards while fitting the not-for-profit context.
- Develop risk-based testing approaches that prioritize critical business functions and highest-value areas.

Capability Building & Knowledge Transfer:
- Build sustainable testing capability across Infrastructure, Applications, Data, TechCentral and Project Delivery teams through training, mentoring, and embedding quality practices.
- Develop and deliver training programs to uplift testing skills across technical and non-technical staff, including business analysts and project teams.
- Create comprehensive testing documentation, templates, and knowledge repositories that enable self-service and continuous learning.
- Champion a quality-first culture where testing is valued as integral to delivery, not an afterthought.

Test Execution & Management:
- Design and develop comprehensive test plans, test cases, and test scripts across functional, integration, regression, performance, security, and user acceptance testing.

- Lead hands-on testing activities, particularly for complex or critical system implementations including HRIS, Finance, and enterprise applications.
- Establish and manage test environments, test data management practices, and environment readiness protocols.
- Coordinate and facilitate user acceptance testing (UAT), working closely with business stakeholders to ensure solutions meet requirements and user needs.
- Manage defect tracking, triage, and resolution processes, ensuring clear communication and timely remediation.

Test Automation & Technical Excellence:
- Establish test automation frameworks and practices, identifying opportunities to automate regression testing, security scanning, and compliance validation.
- Implement continuous integration and continuous testing practices that integrate quality gates into development pipelines.
- Drive adoption of automated testing tools and frameworks appropriate for our technology stack and organizational maturity.
- Ensure security testing, standards compliance verification, and accessibility testing are embedded into standard testing practices.

Stakeholder Engagement & Communication:
- Partner with development teams, project managers, and business stakeholders to understand requirements and define appropriate testing approaches.
- Engage users and business representatives in story development, test case review, and UAT planning to ensure solutions truly meet needs.
- Provide clear reporting on testing progress, quality metrics, and risk assessments to technology leadership and project stakeholders.
- Advocate for quality and appropriate testing rigor in project planning, scope discussions, and release decisions.

Process Improvement & Continuous Learning:
- Continuously assess and improve testing processes, tools, and practices based on lessons learned and industry evolution.
- Stay current with testing methodologies, tools, and emerging practices, sharing knowledge and recommending improvements.
- Participate in post-implementation reviews to capture testing insights and refine future approaches.
- Foster a culture of continuous improvement where testing practices evolve alongside organizational needs and technology changes.

Cross-Functional Collaboration:
- Work closely with Infrastructure, Applications, Data, and TechCentral teams to integrate testing into their workflows and deliverables.
- Collaborate with the Strategic Projects team to align testing activities with organizational priorities and ensure appropriate sequencing of work.
- Partner with Technology Operations Manager on testing tool procurement, license management, and process integration.
- Engage with business units across Save the Children Australia and Pacific operations to understand testing needs and deliver solutions.

Comply with Save the Children Policies
- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training.
- Comply with the Child Safeguarding Policy & Code of Conduct

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience
- Extensive experience in end-to-end process and software testing across the full testing lifecycle, from test planning and design through execution and reporting.
- Proven track record leading testing efforts for complex system implementations, particularly enterprise applications such as HRIS, ERP, or Finance systems.
- Strong knowledge of testing methodologies including functional testing, integration testing, regression testing, user acceptance testing, performance testing, and security testing.
- Demonstrated experience building testing capability and establishing quality practices within organizations, including training and mentoring others.
- Experience with test automation frameworks and tools, with the ability to identify automation opportunities and implement appropriate solutions.
- Hands-on proficiency with modern testing tools and development platforms.
- Strong understanding of Agile and DevSecOps methodologies, with experience integrating testing into iterative delivery models.
- Excellent analytical and problem-solving skills with meticulous attention to detail and ability to identify root causes of defects.
- Outstanding communication skills with the ability to explain technical testing concepts to non-technical stakeholders and advocate for quality.
- Strong project management and organizational skills, with ability to manage multiple concurrent testing activities and prioritize effectively.

Desirable knowledge or experience
- Professional testing certifications.
- Experience working in not-for-profit, NGO, or public sector environments with understanding of resource constraints and mission-driven contexts.
- Coding or scripting skills (e.g., Python, JavaScript, PowerShell) to support test automation development.
- Experience with cloud platforms (particularly Microsoft Azure) and cloud-native application testing.
- Knowledge of accessibility testing standards (WCAG) and inclusive design principles.
- Experience with API testing, database testing, and data validation approaches.
- Familiarity with security testing tools and practices, including vulnerability scanning and penetration testing concepts.
- Experience testing across Pacific or international contexts with distributed teams and users.

Other
- Exceptional collaboration skills and genuine passion for building capability in others, with patience and empathy for varying levels of technical expertise.
- Self-motivated and able to work independently to establish processes and practices from the ground up.
- Adaptable and pragmatic approach, able to balance ideal practices with organizational realities and resource constraints.
- Strong alignment with Save the Children's mission and values, with commitment to leveraging technology to improve outcomes for children.
- Willingness to work across business units and functions beyond technology, including international engagement and collaboration with Pacific operations.

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct

- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence:	Not required	**Travel:**	Minimal required
Working with Children Check:	Required	**Assets:**	Laptop