ROLE TITLE	Release & Environments Manager
DEPARTMENT	IT
OPERATING ASSOCIATION/ DIRECTORATE	Orbit Corporate Services
RESPONSIBLE TO	Head of Business Solutions & Architecture
RESPONSBILE FOR	(Cross team management & coordination)

ROLE PURPOSE

The Release & Environments Manager owns the cross-technology domain release management process, and is responsible for process design, optimisation and policy. Under the governance of change management, release management oversees the overall process by which the production environment is updated, upgraded and maintained. This includes all types of change across facilities, infrastructure, applications and operations.

The Release & Environments Manager, works closely with the Product, Project, Architecture teams and Governance Manager and will own the provision and access of the environments as well as ensuring the environment standards are maintained and met throughout projects & BAU.

They will create environment roadmaps based on multiple project requirements, set environment guidelines, along with the provision and management of environments (release, refreshes) through the application lifecycle through to release while coordinating Database and environment refreshes (including obfuscation where required) for testing and operational use.

ACCOUNTABILITIES / RESPONSBILITIES

- Develops, monitors and enforces release management processes and policies.
- Provides support to the domain teams as well as to service providers, vendors and customers, by coordinating and providing release management consultation in a timely and efficient manner.
- Functions as a subject matter expert in release and environment management.
- Coordinates release program activities (for example, cross-domain release integration testing and assessment of release production worthiness) designed to provide key stakeholders with pertinent information, such as summary data, key performance indicators (KPIs) and metrics.
- Acts as the gatekeeper to the production environment, ensuring conformance to policies (e.g. Change Management) and operational processes/procedures, release integration testing and production validation.
- Define and agree a release management strategy with third parties and relevant Orbit Stakeholders.
- Develop and maintain the forward plan the release schedules and cycles across the organisation.
- The management, coordination and acceptance of all releases, including release into production.
- Ensure environments are maintained, clean, and remain well managed

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- Ensuring adequate checks are in place and completed ahead of any release (production) - including managing any risks that affect the release scope.
- Ensure consistency between environments is maintained.
- Communicates release management objectives, concepts and policies across all IT domains and to the business, when appropriate.
- Works closely with change managers, the program management office, project managers and the Change Advisory Board to plan releases and manage the release schedule, taking into consideration associated business and technical risks.
- Oversees release changes into production through controlled promotion processes or documented support procedures. As much as possible, automates the configuration changes/updates to the production environment to promote efficiency and consistency.
- Holds back the release from being deployed into production when release plans are not met, and works with the business process owner, Product Manager, change manager, Business Change team and others to identify the cause, bring appropriate resources to bear and reschedule the release.
- Creates and tracks the release improvement process to be applied across all IT domains.
- Researches, reviews and analyses the effectiveness and efficiency of procedures, and develops strategies for enhancing these processes in accordance with IT Infrastructure Library (ITIL) best practices.
- Acts as a liaison between other process managers (for example, incident and change) to ensure process alignment.
- Ensures environment stands up to security measures and legislation, including Data obfuscation where required.
- Work with the various Product Managers, Project Managers and Test Leads to coordinate planned outage and environment refresh

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS		
Essential	- Change and Release Management experiences for both Agile and Waterfall project releases. - Solid MS Dynamics 365, MS Azure knowledge and DevOps Experience - Agile Release Management, Agile delivery Experience - A strong and confident communicator, able to manage internal and external stakeholders effectively. - Project management - creation and maintenance of plans, risks, issues etc. - Experience with application and SaaS development release processes. - Experience creating detailed production implementation plans and performing mock dress rehearsals in a production release environment is desired. - Experience with the full project life cycle, who has a positive attitude when approaching complex IT solutions. - Strong problem-solving and analytical skills. - Strong organisational skills; ability to manage multiple projects with competing demands - Proficiency in process formulation and communication to others. - Proven ability to build relationships and to influence individuals at all levels in the organization, as well as with external vendors and service providers, to ensure that segregation and overlapping roles are identified and coordinated. Desirable: - ITIL certification (Release Management) - Project Management certification (PMP, Prince II etc)	

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	

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