

## Job description – Head of Quality Engineering

Job Title	Head of Quality Engineering
Department	Product & Technology
Location	London
Entity	Ultumus Limited
Reports to (Job title)	Head of Product/Tech
Direct Reports (Job title(s))	QA Engineers (4 internal) + vendor team
Date prepared	May 2026

### About the Role

Ultumus is a global B2B fintech company providing essential ETF and index infrastructure services to ETF issuers, authorised participants, market makers, fund administrators, asset managers, and banks worldwide. Owned by SIX Group, we deliver mission-critical solutions including PCF calculation and distribution, a create/redeem platform, and comprehensive data services covering over 3 million indices and 14,000+ ETFs. With a team of around 55 people and operations in London, Singapore, and the US, we support clients across multiple time zones and regulatory environments.

Winning enterprise financial clients requires Ultumus technology to be demonstrably excellent — not just full of functionality, but accurate, timely and resilient under all market conditions. A single high-visibility incident, be it calculation error or system outage costs far more in SLA clauses, pipeline impact and opportunity cost than investment in quality and resilience.

We're creating a Head of Quality Engineering role to drive forward how we approach this area of our technology estate. This is an enterprise-level function, independent of any single development team, that sets the standards our platform, data, and product teams are held to, builds and owns the cross-system test infrastructure they rely on, and provides the authoritative release sign-off no individual squad can give. You will lead a team of internal colleagues, plus vendor heads, and exercise authority across the organisation through governance frameworks and agreed standards.

### What You'll Own

- Enterprise test architecture — design, build, and own the cross-system end-to-end test framework that validates the full platform data pipeline across all squad boundaries; you own the test asset base directly, not just the governance overlay
- Enterprise regression suite — own the automated, scenario-based regression pipeline that crosses all system boundaries and serves as the primary pre-release quality gate for all production deployments
- Business Scenario Register — establish and govern the living catalogue of critical financial scenarios the platform must provably handle correctly; sourced from product, data, and sales inputs

- Test data repository — build and maintain the library of market event input files covering normal operation, edge cases, and stress scenarios; this is the foundation every E2E test runs against
- Quality standards — publish and maintain the enterprise Quality Engineering Standards covering coverage thresholds, test artefact structure, synthetic data management, flaky-test SLAs, and quality gate criteria; audit compliance across teams
- Operational resilience — govern the continuous performance testing programme (throughput, latency profiling, load testing, scalability limits); define and monitor SLOs per platform component in partnership with DevOps; own the capacity planning model
- Release gate authority — operate as the final authority on whether a release meets enterprise quality standards; provide documented Green / Amber / Red sign-off on all production releases
- Quality & Resilience Dashboard — produce and maintain the live view of E2E regression status, open critical defects, SLO compliance, infrastructure headroom, and release gate history, published to leadership
- Team leadership — manage, develop, and grow four internal QA engineers and the vendor quality relationships; build a high-performance central QA capability

### Success Looks Like

- Direct: Platform test coverage crosses all system boundaries; no release proceeds with an unaccepted Red signal
- Direct: The quality framework is demonstrable in client due diligence — it actively supports sales
- Direct: Development teams are unblocked by fast, automated, reliable enterprise test infrastructure
- Direct: Operational resilience is a known, managed, and improving posture — not a reactive firefight
- Indirect: Defect escape rate and mean time to detect cross-system regressions trend down consistently quarter on quarter

### Your Background

Our ideal candidate will have most of the below. No one follows the same route in life, so don't be put off if you don't tick every box.

- Experience: Track record leading a quality or quality engineering function at enterprise level in a SaaS or FinTech environment, including building governance frameworks from scratch
- Test architecture: Proven background designing and building cross-system, scenario-driven E2E test frameworks at scale; you build test infrastructure, not just standards documents
- Performance and load testing: Hands-on expertise with tooling such as k6, Locust, or Gatling; experience establishing performance baselines and SLOs
- Observability: Familiarity with production observability tooling (AWS led stack); ability to define and govern instrumentation standards
- Financial domain: Sufficient understanding of index data and financial calculation logic to define test coverage and judge scenario criticality; ability to translate scenarios into automatable specifications

- People leadership: Experience managing a mixed team including direct reports and vendor relationships
- Communication: Able to present quality risk and resilience posture clearly to both technical and non-technical senior stakeholders, including institutional clients

### **You'll Fit If You**

- Think in platforms, not features — you see the whole data pipeline and own quality across all of it
- Build things, not just standards — you and your team are direct contributors to the test asset base
- Speak commercial as well as technical — you frame quality investment in business risk and client-winning terms
- Hold the line on quality without making teams adversarial — standards are negotiated, audits are transparent, remediation is supported not punitive
- Are hands on - we expect everyone in our teams to be an individual contributor for at least 50% of the time.

### **The Setup**

- Scope: Enterprise-wide quality across all platform, data, and product teams
- Team: 4 internal QA engineers plus vendor relationships — all reporting to you
- Autonomy: High — you own the quality function and its roadmap; direct escalation path to Head of Product/Tech for strategic risks
- Customer-facing: Yes — you will represent quality posture in client due diligence and procurement engagements
- Location: Hybrid (min 2 days a week in office)