Position description

Position title	*Release and Environment Coordinator*
Group / Branch	*Enterprise Delivery*
Reports to (Title)	*Portfolio Management Office (PMO) Lead*
Competency level	*Individual Contributor*

Job Purpose

The Environment and Release Coordinator supports portfolio governance by coordinating accurate and timely reporting, resource supply and demand activities, risk and issue oversight, financial administration, timesheet management, and governance forums. Working closely with the PMO Lead, Heads of Delivery, Project Managers and Enterprise Delivery (ED) Leaders, the position helps maintain reliable portfolio information, supports informed decision-making, and ensures governance actions are documented and progressed.

The role is also responsible for planning, coordinating, and managing all aspects of environment provisioning and release management across the technology delivery lifecycle. This role ensures that development, testing, and production environments are available, stable, and aligned with project and operational needs. It governs release processes to ensure timely, controlled, and high-quality deployments, minimizing risk and maximizing efficiency. The position plays a critical role in enabling continuous delivery, supporting DevOps practices, and ensuring compliance with governance and security standards.

Key Accountabilities

1. Portfolio Governance

Support the PMO Lead in the effective operation of portfolio management and governance, including:

- Portfolio Reporting - coordinate portfolio, project, resource and stakeholder reporting to support accurate and timely management information
- Resource and Financial Management - support portfolio resource planning, workforce administration and financial management processes
- Risk and Issue Management - support consistent and effective risk and issue management practices, including quality and data integrity across portfolio reporting
- Portfolio Governance and Continuous Improvement - maintain and enhance portfolio governance, processes, documentation and ways of working in alignment with SEW requirements

2. Environment Management

- Maintain environment strategy, including development, test, staging, and production environments
- Coordinate environment provisioning, refreshes, and configuration management
- Monitor environment health and performance, ensuring stability and availability
- Collaborate with infrastructure, cloud, and application teams to optimise environment usage and reduce costs
- Maintain environment documentation and access controls

3. Release Management

- Own and manage the release calendar across all projects and programs.
- Plan, schedule, and coordinate releases, ensuring alignment with business priorities and change windows
- Implement and enforce release governance, including approvals, risk assessments, and rollback strategies
- Drive automation of release processes in collaboration with DevOps and engineering teams
- Ensure compliance with security, audit, and regulatory requirements during releases

4. Continuous Improvement & Stakeholder Engagement

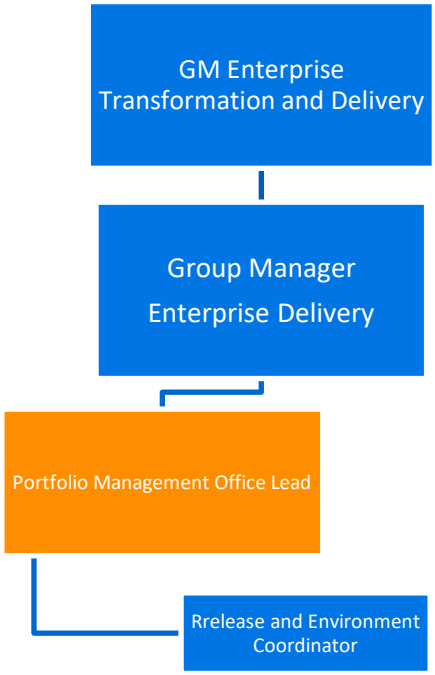
- Champion best practices for portfolio, environment and release management
- Identify and implement process improvements to enhance efficiency and reduce risk
- Provide training and guidance to project teams on portfolio, environment and release processes
- Act as the primary point of contact for portfolio, environment and release related queries across Business Technology Services (BTS), ED and business stakeholders

Knowledge, Skills & Experience

- Experience in PMO or Portfolio Coordination with a strong understanding of environment management in complex IT landscapes (on-prem, cloud, hybrid) and release management, including planning, coordination, and governance. At least 5 years in a similar role
- Working knowledge of project lifecycles and Agile, waterfall and hybrid methods
- Ability to support governance compliance through guidance, collaboration and follow-up
- Familiarity with DevOps practices, CI/CD pipelines, and automation tools
- Knowledge of ITIL change and release processes
- Proficient in tools such as Jira, Confluence, ServiceNow, Release Orchestration Platforms, Microsoft 365 Suite (Word, Excel, PowerPoint, SharePoint, MS Teams, CoPilot)
- Excellent stakeholder management and communication skills
- Analytical and problem-solving mindset with attention to detail
- Ability to work under pressure and manage multiple priorities

Dimensions

Organisational Chart



Number of people managed:

- None

Size of budget managed:

- N/A

Value of Assets managed:

- Manages all non-production IT environments

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.