

Steven Emmason

Head of Software Engineering

Engineering leadership · AI-native delivery · quality at scale

CONTACT

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EDUCATION

B-Eng (Hons)

Electronic & Computer Engineering —
Bolton University, 1996–1998

HND

Electronic Engineering — Bolton University,
1994–1996

ILM Level 5

Leadership & Management — North Lancs
Training

ILM Level 3

Leadership & Management

ISEB

Practitioner — Software (BCS)

ISEB

Foundation — Software Testing (BCS)

Diploma

SSCP Security · Unix Administration

CERTIFICATIONS

- ISO 27001 Lead Auditor
- ISO 9001 Auditor
- ISO 14001 Auditor
- 6 Sigma Green Belt (2016)

CORE EXPERTISE

- Engineering leadership & strategy
- Agentic-AI teams & workflows
- Agile — Scrum, Kanban, Lean, XP
- Quality engineering & 6 Sigma
- Test automation & CI pipelines
- Maturity models — CMMI, TMM, TPI

PROFILE

Head of Software Engineering leading 9 development squads and 1 independent test team across telecoms, video and linguist-booking platforms. I build high-performing engineering departments and embed agentic-AI ways of working that ship software faster, at higher quality, and at scale.

Highlights: 30+ years in technology | quality error-capture lifted ~0.05% → 92.7% in two years | ~30% performance uplift via AI | customer-found bugs cut 60% → <1%.

EXPERIENCE

Head of Software Development — Dals

Manchester • 2022 – Present

Built the department from a team of 6 to 32 people across 9 development squads and 1 independent test team, delivering across three product lines. Lifted quality from ~0.05% to 92.7% error-capture in two years; introduced SMART objectives and personal development plans linked to business goals. Embedded agentic-AI development practices driving a sustained ~30% performance uplift and faster delivery to live.

Test & Systems Manager — Landis+Gyr (L+G)

Stockport • 2020 – 2022

Developed and tested production systems for gas & electricity smart meters across six countries. Established global teams, consolidated processes, and strengthened business continuity with automated statistical process-control monitoring. Implemented a new production system from concept to deployment.

Lead Test & Systems — Landis+Gyr (L+G)

Stockport • 2016 – 2020

Led the shift from manufacturing-engineering processes to modern software development and testing. Designed and implemented SMKI for gas smart-meter security credentials (19 people, 4 teams); migrated electric-meter systems from MS SQL to HANA (C#/.NET); integrated HSM and SAP APIs.

Lead Quality Process Improvement — Landis+Gyr (L+G)

Stockport • 2014 – 2016

Owned quality across UK manufacturing production systems and R&D compliance. Audited the site and R&D using maturity models (TPM/TMM) and presented findings that drove significant change. Applied 6 Sigma and managed full people-leadership responsibilities.

Test & Systems Engineer — Landis+Gyr (L+G)

Stockport • 2008 – 2014

Developed web-based reporting tools and production software in a small team, maintaining and supporting systems across multiple production sites and international stakeholders.

Lead Senior Software Tester — Lucent Technologies

Swindon • 1998 – 2008

Led a test team in 2G/3G mobile telecoms R&D, focused on test automation. Acted as a worldwide test-implementation specialist, helping customers set up test teams and run functional and non-functional suites.