

Post Details		Last Updated: 11/11/2024	
Faculty/Administrative/Service Department	IT Services		
Job Title	Test & Quality Assurance Manager		
Job Family	Professional Services	Job Level	6
Responsible to	Director of Support & Operations		
Responsible for (Staff)	Test Analysts		
<u>Job Purpose Statement</u>			
<p>To lead and manage the IT and Digital testing and quality assurance service, defining and driving testing strategies, processes and procedures to enable the team to deliver software services and solutions that have been thoroughly tested and are fit for purpose. This is a University-wide role responsible for overseeing the testing, quality review and approval processes across multiple projects for new technical developments and major system enhancements.</p> <p>The post-holder will be expected to work closely with assigned project managers, organisational stakeholders, business analysts, subject matter experts, testers, developers, tech leads, end users, support teams and third parties to manage testing and quality processes during project delivery. The role involves quality and test advocacy, resource planning & management, and resolution of issues that impede the testing effort.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ul style="list-style-type: none"> To play a lead role in the development, implementation and review of the IT Service's Testing and Quality Assurance Framework(s) and approach. To ensure that the appropriate level of QA has been adopted across the University's IT and Digital portfolio. To work closely with IT colleagues and a diverse range of organisational stakeholders, along with software suppliers/third parties, as appropriate, to evaluate and test applications that are being implemented; ensuring that extensive end-to-end testing has been applied, and potential defects have been fixed. This includes unit, regression and user acceptance testing, as appropriate. To identify current and future testing requirements with key stakeholders; working with teams across the organisation who are responsible for projects and key business applications. To oversee the development of test plans for the roll out of new software developments. This includes liaison with Test Analysts, Programme and Project Managers, Subject Matter Experts and system users to agree and schedule appropriate resource for test activities. To be responsible for the identification, deployment and management of appropriate testing/defect management tools to support the end-to-end test process in the most effective and efficient way. To establish and maintain appropriate automation frameworks, processes and tools, as required. To line manage the performance and work of direct reports in the test and QA team effectively, to ensure quality and performance standards are met. To take responsibility for ensuring that deliverables are planned and achieved, risks and issues are managed, problems are resolved and resources are deployed as needed, initiating pre-emptive/corrective action where necessary. To ensure that excellent professional standards and high quality services are established and maintained within own areas of activity and responsibility, coordinating testing and QA efforts with other colleagues, as required. To maintain and improve specialist capability and professional expertise by researching good practice, innovation and lessons learned elsewhere, engaging with other relevant practitioners and keeping abreast of contemporary tools, methodologies and theories relating to the role. 			
N.B. The above list is not exhaustive.			
All staff are expected to:			
<ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. 			
Help maintain a safe working environment by:			
<ul style="list-style-type: none"> Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

Planning and Organising

- Plan and organise individual and team activities, in collaboration with the PMO, with an appreciation of longer-term issues, ensuring plans complement and feed into the broader IT and Digital roadmaps, strategies and plans.
- Manage activities to facilitate major service/operational changes within the Test and Quality Assurance Team, in support of efficiency and effectiveness.

Problem Solving and Decision Making

- Address problems and issues based on experience, seeking further advice for the most complex ones. Submit potential solutions and/or implement the resolution.
- Approach problems independently and in collaboration with colleagues, ensuring that solutions are identified and enacted to deliver results. Escalate to line management when a resolution does not appear obvious, or a proposed solution impacts other teams or budgets.

Continuous Improvement

- Revise or develop testing and quality assurance procedures and policy for approval and contribute to their successful implementation in order to deliver appropriate benefits and ensure external (e.g. regulatory or national codes of practice) requirements are met.
- Improve specialist/technical/professional/vocational capabilities and expertise through work experience and/or professional qualifications and training.

Accountability

- The postholder will have a degree of independence to achieve operating, project, service results, provided that activities are consistent with approved plans, objectives, policies and precedents.
- Setting quality and professional standards and management of the service delivery for the Testing and Quality Assurance Team.
- Review activities against operational or service targets, e.g., a budget, and report to programme and projects as appropriate.
- Take appropriate responsibility for the delivery of work to deadlines and agreed standards, in support of the delivery of programmes and projects.

Dimensions of the role

- Manage and monitor resources/budgets within allocated programmes and projects where appropriate, to ensure maximum value is delivered for resources deployed.
- Contribute to resource and budget planning within the Testing and Quality Assurance team.
- Manage the Testing and Quality Assurance team, to ensure the successful delivery of significant professional, technological services with broad impact to the University, in support of institutional strategies.
- Act as a mentor/coach to colleagues, which may involve training staff to support their occupational development.

Supplementary Information

- In liaison with other IT and Digital colleagues, to support the change management process with users / support staff in relation to product release and to ensure that appropriate knowledge transfer occurs.
- To support the definition and implementation of strategies for long-term system development e.g. through contributing ideas for the University's IT and Digital Strategy. The post holder will consider appropriate enhancements and upgrades to existing business systems, along with recommendations for new product development, using expert knowledge of relevant data, processes and functionality.

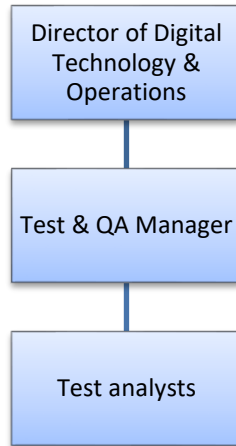
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

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| <ul style="list-style-type: none"> • Degree, HND, NVQ 4 qualified or equivalent in Testing and Quality Assurance, plus a number of years' experience in similar or related team leader roles. • Or: • Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge. | E |
| <ul style="list-style-type: none"> • ISEB/ISTQB Foundation Certificate in Software Testing (or equivalent). | E |
| <ul style="list-style-type: none"> • Advanced testing, software development, project or change management qualification. | D |
| <ul style="list-style-type: none"> • ITIL Foundation Service Management qualification | D |

Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3		
An understanding of system integration, the principle of middleware, the complexities of transferring data between systems from both a technical and data accountability perspective.	E	3		
Experience of providing quality assurance of solutions based on Azure Integration Services (AIS).	E	3		
Experience of web serviced based testing tools.	E	3		
An understanding of Web Services/API's (REST and SOAP), XML/JSON, XSLT.	E	3		
Experience of leading the execution of test cases and the management of the testing lifecycle, within the software development lifecycle.	E	2		
Experience of Agile development processes	E	3		
Experience of delivering quality assurance in an educational organisation.	D	n/a		
A good awareness of (and interest in) current and future trends within IT.	D	n/a		
Special Requirements:	Essential/ Desirable			
The post holder will be required to be flexible with regard to working hours, including working unusual hours and being prepared to work outside normal working hours on an occasional basis.	E			
Core Competencies This section contains the level of competency required to carry out this role.	Level 1-3			
Communication	3			
Adaptability / Flexibility	3			
Customer/Client service and support	2			
Planning and Organising	3			
Continuous Improvement	3			
Problem Solving and Decision Making Skills	3			
Managing and Developing Performance	4			
Creative and Analytical Thinking	3			
Influencing, Persuasion and Negotiation Skills	3			
Strategic Thinking & Leadership	3			
<p>This Job Purpose reflects the core activities of the post. As the Department and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>				
Organisational/Departmental Information & Key Relationships				
<p>Background Information</p> <p>With an operating budget of ca. £10M and complement of approx. 100 staff, University IT provides a wide range of administrative and academic computing and information services for all staff and students at the University. Increasingly seen as mission critical, IT underpins both the operational heartbeat of the University and enables strategic developments. Over the coming 3 years, IT Services' objectives are 5 fold:</p> <ol style="list-style-type: none"> 1. Enhance the Student Experience 2. Enable effective and efficient business operations 3. Support Research Activities 4. Refresh and develop IT & Digital Strategy 5. Implement the Operating Model for IT. 				

Department Structure Chart



Relationships

Internal

- Working frequently with staff and students of all levels of technical expertise, resolving any system integration problems, fulfilling requests for new services or resources and providing effective technical advice.
- Liaising with other teams within IT.

External

- Working with established external suppliers and consultancy organisations to specify testing solutions.
- Liaising with fellow Test professionals across and beyond the higher education sector.