

Job Title: ERP Testing Supervisor	
Job Evaluation Number	C304

JOB DESCRIPTION

Job Title: ERP Testing Supervisor	Location: Kidlington
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: ERP Test Manager	Band level: 3G
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Lead the TVP Testing regime and to be responsible for the day-to-day operation of the Equip Test Laboratory and the TVP testing plan. Specifically to:

Implement, develop and maintain operations in the TVP testing Lab at HQN whilst maintaining a safe working environment. Maintaining and reviewing the Equip Test Plan and determine the scheduling of nominated staff and book resources to implement the plan. Liaising with all internal departments to maintain a seamless testing approach and ensuring appropriately qualified staff are available for testing purposes. Provide guidance and support to Testing staff to ensure the Equip solution is rigorously tested in accordance with the established Test Criteria and where necessary subjected to additional testing to assure TVP of the system integrity. Develop and produce Test Reports, RAID Log entries, Progress Reports and attendance records as required. Maintain a close working relationship with the Property, Finance and Payroll departments to manage workspace and Test Lab access permissions to ensure a secure environment.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Establish programme testing facilities and the services it will provide.
2. Assist the Programme Test Manager, Programme Managers and project/work stream teams in; Publishing project testing plans, ensure realistic, baselined test plans are established consistently across the programme, issues/risks are centrally/consistently reported across the programme, maintain up to date status of all relevant programme artefacts incl. version control, manage acceptance of programme deliverables as per published RACI and produce periodic status reports.
3. Manage and administer system access, Programme testing folders, DevOps environments and SharePoint sites.
4. Provide ad hoc programme and project support and administration services as required.
5. Co-ordinate user test preparation, including; assurance of required test coverage (cycles and scenarios), confirm/monitor detailed test phase entry/exit criteria, assure test cases/scripts for user testing, plan for tester participation and logistics e.g. creation of test labs and/or remote testing access and co-ordinate with KPMG on test data definition and generation for user testing.
6. Co-ordinate user test execution, including ensuring testers are available to test when required, have the required system access, and know the processes to follow.
7. Monitor defect management process to ensure effective logging, triaging and re-testing of defects.

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8. Provide guidance and support as required to SSP/TVP personnel with regard to ERP testing activities.
9. Maintain and apply knowledge of technology which is used in the testing activities. Input resource and cost estimates for ERP testing activities.
10. Have knowledge of technology which is used within SSP / TVP Police Forces and apply this knowledge to the testing process, along with legislative and industry best practice guidelines. Continuously identify improvements to the testing process and associated documentation

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
The Testing Supervisor will deputise for the Test Manager as required.
This role is central to assuring the quality of the Tri Force ERP testing programme across Surrey, Sussex and Thames Valley and changing the way 18,000 staff work.
This role will guide the Testing team and work closely with the Programme Managers to ensure the realisation of several million pounds worth of benefits across the Tri Force areas.
The post holder is required to establish and maintain excellent working relationships with their counterpart in Surrey and Sussex

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Experience of supporting multi-disciplinary teams.	E
2. Strong communication skills, with the ability to write reports, correspondence and deliver presentations to a high standard. Good interpersonal skills and a flexible approach to work.	E
3. Proficient in the use of MS Office products Excel, Word, Outlook and Project software, with the ability to manipulate spreadsheets.	E
4. Problem solving skills and evidence of seeing agreed plans through to conclusion.	E
5. Experience in the effective management of a busy office team environment.	E
6. Has the ability to work on own initiative, to prioritise and respond flexibly to rapidly changing demands when under pressure.	E
7. Experience of working within a programme and project support office.	E
8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner, being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E

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9. PRINCE2 or another relevant project management qualification.	D
10. Has an awareness of the testing activities required to deliver a complex IT Programme.	D
11. Has an awareness of the business processes and areas which are in scope of the ERP programme: Finance, HR, L&D, Payroll, Fleet, Duties.	D
12. Practical testing administration experience.	D
Additional comments: At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	