

Job Title: Test Manager	
Job Evaluation Number	B947

JOB DESCRIPTION

Job Title: Test Manager	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB4 Police Staff
Reports To: Head of Application Services	Band level: 4U
Staff Responsibilities (direct line management of): Senior Test Lead and Test Analyst	

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

The overall purpose of the role is to: take ownership for establishing policy for the test team including the testing strategy, processes and standards to ensure testing services are delivered across multiple projects and programs. Manage the test team ensuring that work is resourced and prioritized, including direct line management whilst acting as subject matter / point of escalation for testing.

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. Take ownership for establishing policy for the test team, setting the testing strategy, processes and standards, and implementing them to ensure quality is built into the products being delivered.

2. Ensure that appropriate types of testing are carried out following a documented and agreed risk-based approach, including liaising with key business stakeholders to ensure that UAT is undertaken so product quality is understood prior to implementation.

3. Manage delivery of testing, including the prioritisation and optimisation of work and addressing issues, risks and changes to ensure test plan delivery to time and quality to best achieve agreed business SLAs and Key Performance Indicators (KPIs).

4. Communicate effectively with all stakeholders and operate as the subject matter expert for testing including as a point of escalation and to manage project risks.

5. Act as resource manager for the Test Team to ensure that the team has the relevant skills and capability to support current and upcoming work, including prioritisation of work and recruitment of contractors as required

6. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.

7. Keep pace with methodology and tool changes, being proactive in identifying any new technologies or techniques that could benefit the business through continuous improvement

8. Quality assure testing outputs on projects and BAU testing activities to ensure that activities have been carried out and documented appropriately.

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

Job Title: Test Manager	
Job Evaluation Number	B947

Further Comments:

Works closely with ICT and other key stakeholders, managing cross functional teams from Business, ICT and Third Party Providers executive on the overall ICT test strategy.

Works under broad direction whilst retaining full technical accountability for testing and is the force subject matter expert on testing.

Receives work in the form of specific objectives and assigns objectives to others.

Works with project managers and programme managers delivering testing capabilities into multiple projects to the Forces.

Leads and manages multiple complex test plans with up to circa 12 testing resources across multiple concurrent programmes / projects of high value, high risk and high impact on front line policing yielding high value business benefits.

Ensure the test planning is robust to cater for contingencies outside of the norm i.e. Lifespan of some test plans in large projects will run into many months and over financial years.

The role holder will work with immediate and or / wider ICT team members to share best practice whilst providing development and performance assistance when required. They will act as a subject matter expert to provide guidance and advice to all TVP staff where necessary.

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Practitioner level functional testing. Able to design and execute a wide range of testing techniques and communicate test results to both technical and non-technical stakeholders. Able to make decisions on the environment for testing and coach's others. Able to raise defects with the business and help prioritise them based on defect severity.	E
2. Good range of skills in ICT technologies and comprehensive knowledge of product development, testing and deployment life cycles.	E
3. Practitioner level test analysis. Able to think outside the box, ask the right questions and critically evaluate and communicate findings to a larger team. Leads investigative work into problems and opportunities in existing processes, driving the collection of information and creation of recommendations for improvements. Can absorb large amounts of conflicting information and use it to determine solutions.	E
4. Awareness of non-functional testing, non-functional testing techniques and ability to execute non-functional test scenarios and raise defects. Can run non-functional tests others have written and understands testing processes and a range of standard non-functional testing techniques.	E
5. Practitioner level technical breadth. Has a good working knowledge of different tools and techniques and can train others. Able to advise others on testing techniques and frameworks. Able to research, plan and train others within the team.	E
6. Proficient in Corporate, Industry and Professional standards associated with the force and ICT department e.g. departmental programming and accessibility standards, organisational network performance standards, service desk procedures, corporate quality and change management processes, ITIL.	E

Job Title: Test Manager	
Job Evaluation Number	B947

7. Proficient in planning and control techniques and methods associated with planning and monitoring progress of projects / work streams e.g. product / work breakdown structures, baselining, resource analysis, conflict resolution	E
8. Proficient in Risk Management Methods and techniques for the assessment and management of business and technical risk.	E
9. Effective communication skills, able to relay complex information in ways relatable to the target audience, dealing with stakeholders at all levels.	E
10. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. 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
11. Experienced with matrix management of resources - test teams, project staff including business, technical, contractors and suppliers	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.	