

Position Description

Manager, Enabling Services

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	HEO9
Employment Type:	Full-Time, Continuing
Campus Location:	Location Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Manager, Enabling Services is a strategic leadership role responsible for overseeing the Enabling Services function, which includes managing Quality Assurance (QA) & Testing Analysts, Automation Developers, and Atlassian (JIRA/Confluence) Administrators. The role ensures the implementation of industry-standard best practices for software testing, such as those outlined by the International Software Testing Qualifications Board (ISTQB), and the integration of effective software delivery methodologies like SDLC and Agile. Reporting to the Associate Director, Enterprise Applications, the role provides guidance on how to effectively apply testing practices within these frameworks to drive quality and efficiency across both BAU and project-based initiatives.

The incumbent will collaborate with IS delivery and enablement teams to deliver a high-quality, efficient, and innovative application environment, ensuring that La Trobe University's information systems are reliable, scalable, and aligned with the university's strategic objectives.

Duties at this level will include:

Strategic Leadership and Planning:

- Lead the strategic direction of the Enabling Services function, integrating software testing standards (e.g., ISTQB) and methodologies (e.g., SDLC, Agile) to support continuous improvement.
- Develop and implement quality assurance strategies for automated testing, performance testing, and manual testing, ensuring alignment with the university's IT and business goals.
- Provide high-level strategic advice to senior management on QA & testing, automation development, and Atlassian tool administration.

Software Testing and Quality Assurance:

- Champion best practices in software testing methodologies, ensuring adherence to standards such as ISTQB.
- Oversee the implementation and execution of testing strategies across Agile and Waterfall projects, ensuring thorough test coverage within each sprint or development cycle.
- Ensure the use of robust software delivery methodologies (SDLC, Agile), focusing on quality and efficiency in testing processes.
- Develop policies and frameworks for both manual and automated testing practices, ensuring seamless integration into the university's delivery frameworks.

Automation and Process Optimisation:

- Lead initiatives to improve software testing through automation, using tools such as Selenium, JIRA, and Jenkins, ensuring that automated testing practices are integrated effectively into CI/CD pipelines.
- Identify opportunities for workflow optimisation within the Atlassian suite, improving collaboration and communication across project teams.

Stakeholder Engagement and Representation:

- Collaborate with senior colleagues, internal stakeholders, and external vendors to ensure effective communication and alignment of testing practices and service delivery.
- Represent the university in sector groups, negotiations, and external forums, advocating for the adoption of best practices in software testing and delivery methodologies.

Resource Management and Performance Evaluation:

- Manage resource allocation for QA & Testing Analysts, Automation Developers, and JIRA Administrators, ensuring alignment with project and operational goals.
- Set and review long-term performance criteria for the team, benchmarking against industry standards to ensure continuous improvement in quality and service delivery.
- Evaluate and optimise the performance of the Enabling Services team by implementing training programs on software testing standards, new tools, and methodologies.

People Management and Development:

- Develop, mentor, and motivate staff within the Enabling Services function, enhancing their capabilities to meet the university's current and future requirements.

- Foster a culture of continuous learning, promoting the adoption of new testing tools and best practices across the team.
- Provide constructive feedback, ensuring that all team members adhere to best practices and deliver high-quality outcomes.

Essential Criteria

Skills and knowledge required for the position

- Expertise in Software Testing and QA Standards: Extensive experience with software testing frameworks and standards, particularly ISTQB or equivalent. Ability to implement testing best practices within both manual and automated testing environments.
- Proficiency in Software Delivery Methodologies: Strong knowledge and demonstrated experience with SDLC and Agile methodologies, including a clear understanding of how to apply testing practices effectively within these frameworks.
- Technical Leadership: Demonstrated ability to lead cross-functional teams, particularly in the areas of QA testing, automation development, and Atlassian tool administration (JIRA/Confluence).
- Process Automation and Optimisation: Proven ability to drive automation strategies in testing, and experience working with CI/CD pipelines to integrate automated testing processes.
- Strong Analytical and Problem-Solving Skills: Ability to analyse testing processes, identify inefficiencies, and implement improvements to enhance the quality of software releases.
- Excellent Stakeholder Engagement: Proven ability to communicate effectively with stakeholders at all levels, providing strategic guidance and ensuring alignment with the university's objectives.
- Educational Qualifications: A relevant degree and extensive management experience or postgraduate qualifications with extensive relevant experience, or an equivalent combination of knowledge, training, and experience.
- Demonstrated experience working with and influencing senior management.
- Demonstrated experience managing and controlling budgets/resources/funding and an understanding of financial management procedures.
- Demonstrated experience developing innovative solutions and contributing to strategic planning.
- Proven experience and success in managing staff performance and development.

Capabilities required to be successful in the position

- Ability to shape and implement strategic directions for enabling services.
- Proficiency in managing and developing high-performing teams.
- Strong problem-solving and analytical capabilities.
- Excellent communication and stakeholder engagement skills.
- Continuous learning and improvement mindset.
- Capacity to represent the University effectively in various external and internal forums.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: