Job description

Role Information

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| **Role Title:** | Test Manager |
| **Business Unit/Function:** | Technology, Data & Labs | **Department** | Policy Technology |
| **Pay Band:** | Fixed Salary 5 | **Location** | Melbourne |
| **Leader Profile:** | Team Member |
| **Role Reports to** (role title)**:** | Delivery Manager |
| **Direct Reports (role titles):** | Nil |

Team Member Accountabilities

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| **To be achieved by all Team Members** |
| * Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose.
* Collaborates across and within teams and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions.
* Knows and clarifies what’s expected, taking accountability to resolve problems and set high personal standards to deliver timely results in a changing environment.
* Builds strong relationships, works effectively in diverse and flexible teams, takes ownership for learning and development and takes action to enhance own and others’ safety and wellbeing.
* Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges.
* Manages the quality of own data input and proactively helps identify risks and issues.
* Role model the Suncorp Values, Code of Conduct and Leader
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| **Prepared by:***(Name & position)* | Mirette Samuel | **Date:** | 08/08/2017 |
| **Approved by:***(Name & position)* |  | **Date:** | Enter date |

Role Specification

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| **Objective of the Role** |
| The Policy Domain is a high impact technology area responsible for strategic Policy and Pricing systems which drive the bulk of the revenue for Suncorp’s insurance business. In the coming years, the Policy Domain is directly accountable for delivering a large legacy simplification program of work, building a stable, flexible and reliable single platform to cater for 11 brands, and moving to a rapid release cycle.As the Test Manager in the Policy Domain, you will lead testing capability and delivery within the domain.The Test Manager will drive the testing governance and strategy within the domain, and be tasked with overall responsibility for the test effort success. The Test Manager is responsible for overseeing all aspects of the testing process and coordinating testing resources and operations for Policy and related systems |
| **Key Accountabilities** |
| **Planning and Delivery Management*** Guide, refine, support and deliver the Testing Strategy
* Develop and improve the Testing Ways of Working
* Champion and lead Testing capability across multiple projects within the domain, to improve quality, capability, and effectiveness.
* Ensure testing is managed in accordance with agreed success criteria. This will require balancing time constraints, scope management, risk management and quality.

**Team Direction*** Ensure effective team processes are established and adhered to
* Coordinate and support distributed testing teams
* Proactive removal of blockers impacting testing capability and performance
* Facilitate ongoing testing improvements through regular reviews

**Stakeholder Management and Communication*** Engage with business and project stakeholders to determine project testing success criteria, scope and iteration plans
* Provide regular testing feedback and status reports to leadership team and project stakeholders, including risks and issues
* Support the testing community and facilitate cross-project communications
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| **Key Stakeholder Relationships** |
| **Internal Relationships*** Build effective working relations with testing community, project teams, management team and customers to drive results
* Build and maintain strong relationships with project teams and stakeholders
* Engage a wide range of testing stakeholders in developing and improving testing capability
* Build and maintain strong relationships within other BT delivery teams, including partners and solution providers

**External Relationships*** Work effectively with strategic delivery partners, as required.
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Person Specification

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| **Key job requirements**  |
| **Qualifications** (indicate whether mandatory or desired)* Tertiary Qualification in Information Technology or equivalent industry experience (mandatory)
* ISTQB Advanced Test Manager Certificate, or equivalent (desired)

**Experience** (minimum type and level of experience required to perform the role)* Previous experience as a Test Manager or leadership within a testing capability (mandatory)
* At least 5 years Testing Experience, with leading and hands on experience in a wide variety of testing efforts, techniques and tools, preferably within Financial Services (mandatory)
* Previous experience working with distributed teams (desired)
* Experience with Agile approaches and techniques (desired)
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Formulation and implementation of Software Testing strategies
* Experience taking the lead to assess and improve testing processes and ways of working
* Proven competency in planning and managing the software testing delivery
* Experience in coaching and mentoring to develop and improve testing capability
* Proven capability in building and maintaining strong and effective relationships with stakeholders.
* Excellent communication and presentation skills, verbal and written.
* High level of flexibility with ability to readily adapt to change.
* Proven time management and planning abilities which allow you to identify task dependencies/ critical paths and determine appropriate milestones.
* Strong analytical and problem-solving skills
* Skills in gap analysis and risk management, with attention to detail.
* Advanced knowledge of Testing theories, methodologies, practices, processes and tools.
* Knowledge of Agile approaches and Iteration Management.
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