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| Position Number | 005646 | Manager’s Role Title | Manager Program and Project Delivery  |
| Business Group | Business Services | Manager Once Removed | Chief Information Officer |
| Requisite OrganisationLevel of Work | ServiceV SA Water Hierarchy Level | Direct Report’s Role Title(s) | * Senior Test Analyst
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## Purpose (Unique value add)

Lead the Information Services Program and Project Delivery testing function to ensure quality project delivery outcomes.

## Objectives

The objectives (maximum 6) of this role are to:

* Manage the testing services provided to IS Program and Project Delivery in line with policies, processes, procedures, and guidelines.
* Establish and manage project test teams across IS Program and Project Delivery.
* Develop relevant test strategies and plans.
* Lead, guide, monitor and participate in the analysis, design, implementation and execution of tests on designated projects.
* Establish relevant test policies, processes and procedures, and monitor compliance.
* Improve the maturity and awareness of testing across IS.

## Key Accountabilities

The key accountabilities (maximum 6) of this role are:

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| Key Accountabilities | Weighting | Output/Measures |
| **Mandatory accountability:**Build and lead an effective team that works collaboratively toward achieving the organisation’s goals | 20% | * Build and maintain a strong, two-way, safe, trusting working relationship with their staff, based on achieving business goals and enabling their staff to work to their full potential.
* Ensure accountabilities and authorities are clear and ensure direct reports have the authorities needed to be able to achieve their work.
* Set effective baseline conditions for productive work by completing important people management processes of selection, induction, performance assessment and provide development for the position so staff can complete tasks effectively.
* Ensure the team works in a way that each team member actively contributes to the decisions made and moves in a set direction with commitment.
* Communicate with direct reports, in person, about, change wherever possible and ensure communication is cascaded effectively.
* Quickly address discomfort or tension so problems are resolved before they develop into conflict.
* Ensure Business Plans are developed to achieve strategic priorities and performance goals of team members are aligned.
* Build and foster employee engagement with an action plan in place and/or reflected in business plans, and able to demonstrate appropriate progress against agreed employee engagement and cultural development initiatives.
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| Customer service “Excellence In Customer Service” | 20% | * Provide support, governance and an escalation point for testing activities to assist the business in achieving their objectives and business solutions.
* Demonstrated ability to build ongoing positive relationships with key customers, suppliers and stakeholders to ensure workable business and technical solutions and the delivery of excellent customer service.
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| Ensure effective testing processes are in place to support IS Capital Delivery | 20% | * Project test strategies and plans are effective when implemented.
* Supplier/consultant engagement to deliver successful project outcomes.
* Act as an advisor providing guidance and specialist knowledge of testing.
* Establish relevant test policies, processes and procedures, and monitor compliance.
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| Initiate and lead key initiatives that add value to the IS  | 20% | * Identify opportunities to improve testing process, policies and work standards within SA Water.
* Develop and maintain a strong understanding of external market and best practice for testing functions.
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| Test Program Management | 20% | * Lead and develop the testing capability to support the successful delivery of IS Capital Plan.
* Lead, guide, monitor and participate in the analysis, design, implementation and execution of tests.
* Resource levels are known and the test capability required to meet current and future IS Capital Plan is engaged.
* Establish and manage project test teams across IS Capital Projects
* Support the capital planning processes by ensuring plans remain aligned to ITGC priorities and approved funding.
* Ensure the test discipline is aware of and delivers to the IS Capital Plan.
* Mandatory training completed.
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## Behavioural Competencies

**Uphold SA Water’s Values:**

* Put safety above all else
* Act in the best interests of customer and the community
* Seek and apply better ways
* Respect our people
* Be trustworthy

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| Leadership Competencies | Weighting | Output/Measures |
| Customer Focus | 20% | * Responds quickly to the changing needs of customers whilst maintaining high level service and satisfaction.
* Makes decisions for the team that take into account value for customer.
* Takes early action and acts decisively to overcome emerging issues.
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| Collaborate for Success | 20% | * Considers input from other teams when making decisions and works co-operatively to achieve the best outcomes.
* Builds and maintains effective internal and external relationships.
* Supports different points of view and promotes treating difference respectfully.
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| Lead & Drive Change | 20% | * Achieves results despite challenging circumstances and sees projects through to completion.
* Tailor communication to the situation and needs of the team.
* Communicates the future focus for the team and allocates tasks accordingly.
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| Achieve Results | 20% | * Owns actions and decisions and accepts responsibility when things go wrong.
* Identifies areas of improvement for people, finances, customer service and systems and processes.
* Focuses on achieving outcomes using good judgement and quick decisions that lead to business success.
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| Leads Safety | 20% | * Puts safety first when making decisions for the team.
* Evaluates current safety risks and introduces ways of working for the team that minimise risk.
* Role models and supports work-life balance across team.
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## Knowledge, Skills & Experience

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| Foundation Knowledge, Skills, Experience & Qualifications | Essential or Desirable |
| Experience leading and motivating test teams in a highly results oriented environment | Essential |
| ISTQB Foundation Level | Essential |
| ISTQB Advanced Level | Desirable |
| ISTQB Foundation Level Agile Tester | Desirable |
| Relevant tertiary qualification or industry certification 5+ years of Test Management experience across all phases of testing | Essential |
| Proven experience and knowledge of Software Quality Control and Software Quality Assurance of supplier software deliverables | Essential  |
| Prepare and maintain relevant testing documentation including Test Strategy, Test Plans, Test Summary/Exit Report | Essential |
| Ability to assess risks to schedule, cost or quality on project testing activities | Essential |
| Proven experience with quality assurance testing, including manual and automation | Essential |
| Experience in project management | Desirable |
| Manage test activities and test resources across multiple projects | Essential |
| Experience working on different testing methodology and delivery models | Essential |
| Extensive experience in IS system development, enhancement and support policies and processes including:* System development methodologies
* Application development standards
* Change management
* Risk management
* Release management
 | Desirable |
| Proven experience in all aspects of software application product testing including:* Test strategy definition and execution
* Test planning development and delivery
* Implementation of test automation framework
* Defect management
* Reporting on testing outcomes at Steering Committee level
 | Essential |
| Excellent oral and written communication and stakeholder management skills | Essential |

## Job Family, Job Group & Job Profile

Further learning and development will be decided by management in accordance with the SA Water Job Profile for this position.

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| Job Family | Job Group | Job Profile |
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## Key Stakeholder Relationships

* IS System Test Lead
* IS Management Team
* IS Project and Program Managers
* Change and Release Lead
* SA Water business unit personnel
* Consultants
* IT service providers
* Technology vendors
* Internal audit and external audit
* Government agencies

## Special Conditions

* Flexible hours and some after hours as required, some intra and interstate travel

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