Purpose of Role

Digital & Technology Services at the University of Nottingham are currently involved in an ambitious digital modernisation programme across the university. The Education Administration Continuous Improvement Team (EACIT) was established in 2021 and brings together a diverse range of skills needed to develop and enhance the university’s Master Student Record System, processes and associated services and bring about change that will deliver significant value to the university.

Playing a key role across EACIT, the Test Manager is key to supporting the design, development, testing, and deployment of the solution, as well as facilitating the high levels of business engagement that will make the project a success and drive digital modernisation across a global university setting.

The Test Manager will be responsible for managing and mentoring members of the Testing Team, allocating and co-ordinating resource for projects and providing assurance for the overall quality of work and performance of the function. They will be the first point of contact with the team and will ensure that agreed Test processes and procedures are upheld throughout the Software Development Life Cycle. The Test Manager will continuously drive to improve the maturity and performance of the team, including the automation of processes and tools.

The Test Manager will be able to demonstrate significant and proven testing knowledge with repeatable experience of working on a range of projects with varying degrees of testing complexity.

### Main Responsibilities

<table>
<thead>
<tr>
<th>% time per year</th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Line Management</strong></td>
<td>10%</td>
<td><strong>Application Testing</strong></td>
</tr>
<tr>
<td>Assume responsibility for shaping the direction of the Testing service:</td>
<td></td>
<td>Lead the Testing team in the co-ordination of streams of software testing:</td>
</tr>
<tr>
<td>▪ Support the Head of Product Centre in the University’s Appraisal and Development review scheme by coordinating the performance reviews for all staff, and ensuring the development of individual and team training plans</td>
<td></td>
<td>▪ Promoting and deploying best practices (agile and other methodologies) to ensure that applications and services that enhance business operations, student and academic experiences, are delivered to expected standards</td>
</tr>
</tbody>
</table>
- Determine priorities and allocation relevant resources to meet agreed planned objectives and requirements
- Delegation of work activities and responsibilities
- Lead the creation and delivery of processes by which the testing team ensure that solutions are designed, developed and delivered into the team which are fit for purpose. As part of this, take accountability for:
  - Utilising a software testing methodology which is suitable to the project approach (agile, V-model, Waterfall)
  - Ensuring that each project resource is effectively managed
  - Contributing to the development of the testing team policies and procedures
  - Ensuring that processes and policies that are in place are adhered to so that testing projects follow the correct: Version Control, Quality Management, Testing Standards

### Quality Assurance & Continuous Improvement
- Manage the defect process, ensuring defects are raised to set standards, forwarded as appropriate to Development teams and outcomes of defect reviews are upheld
- Ensure that data, scripts, execution and defects are all created and logged following correct templates and that quality and accuracy is constantly maintained
- Provide feedback to Application Development team and ensure work is carried out in accordance with the agreed schedule and quality requirements
- Input into documenting current state Testing processes and assisting in suggestions for changes to process for the future
- Improve testing maturity by ensuring workable testing environments are provisioned and by providing solutions for testing tools and data creation

### Reporting
- Ensure the Testing team carries their function to the highest quality standards:
  - Provide guidance as appropriate during the Requirements definition stage
  - Ensure test documentation reviews are held and sign-off agreed with project teams
  - Provide test reports on a regular basis which details progress, issues and risks – to be shared as appropriate with Project Teams
  - Prepare and issue Test completion reports following successful completion of a project/ milestone

### Other
- To be a ‘go-to’ point of contact for a project or internal/external contact in relation to Testing, including third parties
- To engage in key Product Centre initiatives, contributing new ideas or improved ways of working, including embedding such concepts into the Testing Team’s performance objectives
- Develop own skills and professional capability in line with the needs of the service
- Uphold strong working relations with the Head of Product Centre, ensuring open and involved working practices, demonstrated by embodying the Athena Swan Expectations and Behaviours (detailed below)
## Person specification

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| ▪ A commitment to upholding quality standards, attention to detail and a thorough/systematic approach to work  
▪ Ability to communicate at all levels and manage key stakeholders with regards to risk and testing progress  
▪ Ability to communicate clearly to non-specialist and senior level audiences  
▪ Excellent interpersonal skills, ability to influence others. Empathetic with strong interpersonal skills  
▪ Highly adaptable and flexible. Able to adjust to new situations and changing priorities  
▪ Excellent ability to lead others through complex problem-solving challenges | ▪ Proven ability to lead and develop staff, and create high performing teams  
▪ Assisted in the creation of new testing environments and ability to create architectural overviews |

<table>
<thead>
<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| ▪ Significant proven experience of testing at a leadership level engaged in a variety of projects of differing complexities  
▪ Thorough knowledge of structured test methods (waterfall, v-model and agile) and the processes within each  
▪ Excellent knowledge of the Software Development Lifecycle and proven track record of influencing new ways of working  
▪ Considerable experience of using a variety of Testing tools (enterprise/open source)  
▪ Proven experience of testing complex user interfaces  
▪ Detailed knowledge of both Manual and Automated Testing | ▪ Experience working in a large enterprise environment  
▪ Familiar with the HE context/environment  
▪ Test experience using Agile methodologies  
▪ Good knowledge of SQL Server  
▪ Experience of ITIL service management disciplines |

<table>
<thead>
<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| ▪ Educated to degree level or equivalent experience and/or demonstrate leadership abilities in a Testing capacity and/or in leading by example for their peers | ▪ Qualification in Leadership and Management  
▪ Qualified to ISEB/ISTQB Foundation level and Advanced Level in Test Manager, Test Analyst or Technical Test Analyst |

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and Behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

---

**Key Relationships with others**

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Test Manager
    - Head of Product Centre
    - Test Analysts
    - EACIT teams