Role Title	**QA Test Manager**						
Job Family	**Digital, Data and Technology**	**Sub Category**	**IT Operations**		**Grade**	**TPB5**	
Behaviours	• Making Effective Decisions	• Communicating and Influencing		• Managing a Quality Service			
Purpose	Ensuring our products and service are of the highest possible quality for our customers.						

FCDO Services

Key Accountabilities

- Define the test strategy and lead its implementation ensuring that the test policy and processes meet ISO standards
- Construct test solutions for more complex projects based on Business and/or Operational requirements
- Responsible for Test improvement and optimisation
- Engage with Business and/or Operational Stakeholders to gain agreement to the proposed test solution
- Create test documentation to support the agreed test solution
- Manage a team of testers with coaching and mentoring to ensure that all test solutions are successful and signed off by the end user
- Manage all defects and liaise between Business and/or Operational Stakeholders and software developers to ensure the defect management reflects the Business and/or Operational priorities
- Understand and manage the constraints and limitations placed upon the test solution from the Business/Operational pressures
- Support the Go-Live/Production deployment activities of the Business and/or Operational solution

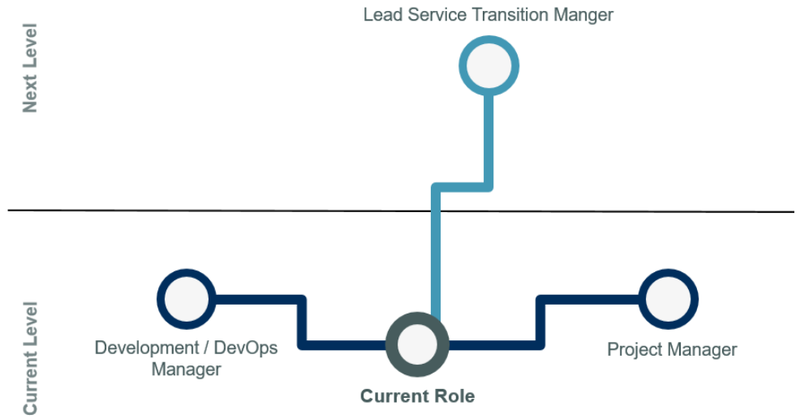
Authority and Scope

- Take both a business and an operational view
- Have management responsibilities - coaching and mentoring staff
- Lead the delivery practice, focusing on complex problem-solving and influencing senior team members
- Have expert technical understanding and provide advice to project teams
- Ownership of the Test Policy/Overarching Test Strategies
- Construction of a Test Solution and management of end to end testing based on Business and/or Operational requirements
- Engagement of Business and/or Operational Stakeholders to gain agreement to the proposed Test Solution
- Design Test solution to encompass all, or some, of the following types of testing:
- Functional Testing
- System Integration Testing
- Non Functional Testing (such as Performance, Interface, Usability, Failover testing)
- Manage test estimations for the Programme/Project
- Creation of a Test Schedule that feeds into the Main Project Plan/Schedule (or Operational Plan)
- Creation of a Test Traceability Matrix document to monitor test coverage and test progress
- Participate in static testing with other team members to identify issues early that can be fixed before software is developed, that reduces overall project costs

Internal and External Communications

- Collaborate with delivery teams and determine the testability of functional and non-functional requirements
- Share information with colleagues in own and other IT teams to resolve defects
- Engage with users or stakeholders to clarify requirements and gain agreement to a proposed test solution
- Support UAT and/or OAT by working with Business Users and Operational teams
- Contribute to Pre Go-Live meetings to ensure risks and recommendations identified during testing are discussed with the Project Manager and Business stakeholders

Potential Next Career Moves



Skills

- Good analytical and creative skills allied to a challenging and enquiring mind
- Experience of working with Agile methodologies
- Design or manage test models that meet requirements and support product delivery.
- Excellent verbal and written communication skills
- At least 6 years' experience of managing and facilitating:
- Functional testing
- System Integration testing
- Regression testing
- Non-Functional testing
- User Acceptance Testing (facilitation as a minimum)
- Operational Acceptance Testing
- Good working knowledge of Automation testing tools, defect tracking tools and should be able to advise/mentor others

Qualifications, Knowledge and Experience

Essential

- Agile & ITIL Foundation level / relevant experience
- ISTQB Certification – Advanced (formerly called ISTQB Practitioner) Microsoft technologies
- Basic knowledge of SQL scripts used to interrogate databases
- Knowledge of Cloud infrastructure setup (AWS and Azure)
- Awareness of Virtual Machine management tools (e.g. VMWare)

Desirable

- Knowledge and practical experience in stress, load, soak and performance testing
- Knowledge of continuous integration (CI) and continuous delivery (CD)
- ITIL v4 Foundation accreditation
- Basic Networking knowledge (e.g. Cisco)
- Test Automation toolsets