

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds Conservatoire
Core Job Role:	Specialist Manager
Job Title:	SITS Test Manager
Reports to:	Group Head of HE MIS
Grade	F
Date of compilation:	31/01/24

ROLE SUMMARY:

The SITS Test Manager is responsible for leading operational management and delivery of specified testing activities within development and implementation, ensuring that quality and efficiency in throughout the testing cycle.

This role is to manage all aspects of test delivery across all test phases of a new student records system (Tribal SITS) at Luminate Education Group (covering Leeds Conservatoire and University Centre Leeds).

The post holder will be responsible for creating project-level test deliverables and defining test protocols. The SITS Test Manager will provide training to testers, schedule testing, monitor testing progress, and action test issues that arise.

SPECIFIC ROLE RESPONSIBILITIES:

1. Be project test manager responsible for all aspects of test delivery across all test phases on the SITS student record system configuration and implementation project.
2. Engage in design and analysis of products to ensure they are testable and fit for purpose.
3. Produce and implement Test Strategies and Plans, covering functional and non-functional testing, both in manual and automated contexts.
4. Work with Tribal and other SITS consultants and project team members to understand solution and documented requirements and specifications.
5. Be responsible for full/patch release management activities and create project-level test deliverables including Test Strategy, Approach, Plans, Defect and Delivery Tracking, Alpha/Beta testing, collation of testing artefacts for release, Reports & Metrics, and Test Completion Reports.
6. Ensure test environments are fit for purpose.
7. Organise and manage test cases across each strand of the project, including the management of defects using Jira, for example.
8. Define test processes and establish quality goals.
9. Define and develop test automation strategies and methodologies with clear analysis of organisational needs.

10. Produce detailed test analysis and estimates for test preparation and execution activities with the ability to deliver to these estimates, accurately identifying any gaps.
11. Design and develop test metrics, dashboards and status reports, and present to client and 3rd party stakeholders.
12. Ensure adequate security and penetration testing has been carried out on releases, including arranging/co-ordinating any agreed external penetration tests.
13. Liaise with a team of technical specialists covering planning, estimating, managing and reporting on tasks
14. Manage testing risk and the communication of risks/issues to the organisation and key stakeholders, including priority defects escalated to development.
15. Define and implement risk-based test techniques and processes for ensuring test coverage and traceability.
16. Produce coherent reports describing the position of testing at any given point in time, including risk logs, deadlines, customer issues, software quality issues, priorities and resource availability.
17. Provide informal training and guidance on testing Tribal SITS to the MIS and SITS project team, and testers from a range of roles across the institution.
18. Mentor less experienced team members and lead by example in both technical and non-technical aspects of the role.
19. Significantly contribute to post-testing/release reviews and continuous improvement activities to ensure actions are followed through.

CORE RESPONSIBILITIES:

20. Attend and contribute to team meetings, planning days and other departmental staff events.
21. Liaise with external agencies as required.
22. Represent higher education on relevant cross-group committees/forums.
23. Engage in policy development and review activities.
24. Develop and maintain offline and online information and communication.
25. Participate in relevant student activities and enrolment, which will involve occasional weekend and evening work.
26. Work flexibly as a member of the MIS and Registry team.
27. Attend and contribute to team meetings and staff development activities, sharing information and best practice.
28. Provide information and data to enable timely reports to be collated.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.

- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	SITS Test Manager
Department	HE Quality and Standards

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 4 qualification preferably in information/ data management/ business analysis	A
E	Q2. Level 3 IT qualification or the ability to demonstrate extensive depth and breadth of experience / knowledge and expertise with a range of student record systems and IT software.	A
D	Q3. Hold a professional qualification relating to software testing, for example ISTQB Tester Foundation or ISTQB Tester Advanced – Test Manager, or be willing to complete in role.	A / I
E	Q4. English and mathematics at Level 2 or above.	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience in interpretation and review of specifications, and in delivering complex test projects in roles of test lead and/or test manager	A / I
E	EK2. Experience with SCRUM development methodology (or designated development methodology)	A / I
E	EK3. Good working knowledge of test automation, DevOps, test environments, test data, test management and SDLC tools	A / I
E	EK4. Experience with the Tribal SITS application	A / I
E	EK5. Experience of team leadership/management and developing and mentoring of less experienced team members	A / I
E	EK6. Experience in stakeholder management including presenting status reports and project deliverables	A / I
E	EK7. Experience writing and implementation test scripts for non-technical testers	A / I
D	EK8. Knowledge and experience in working on testing domain, and using test and defect management tools (eg Jira, Xray)	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent decision making skills and sound judgement, including a methodical, logical and intelligent approach to the provision of pragmatic business solutions.	A / I
E	SC2. Excellent written and verbal communication skills, with the ability to work with staff at all levels and provide excellent customer service.	A / I

E	SC3. Ability to analyse requirements and translate these into product and test specifications, being detail oriented, analytical and a creative thinker with passion for quality and test automation	A / I
E	SC4. Strong collaboration, analytical and problem-solving skills	A / I
E	SC5. Strong people management skills and an ability to mentor less experienced team members, leading by example	A / I
E	SC6. Ability to work with minimal supervision, and have the confidence to make decisions on routine procedural issues and service issues.	A / I
E	SC7. Ability to manage own workload effectively in order to meet deadlines.	A / I
E	SC8. Ability to track and escalate risk appropriately	A / I
D	SC9. Strong SQL skills, with the ability to pull data from databases	A / I / T / P / C / MT
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I