



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

TESTING MANAGER

WORCESTER

£36,599 TO £40,000 PER ANNUM, 35 HOURS PER WEEK

In your role as Testing Manager, you will coordinate and undertake the testing of both in house and third party developed software applications.

With the ability to build effective relationships with internal stakeholders and external suppliers involved in development and testing, you will ensure testing requirements are fully understood, enabling both effective working for customers and the Groups business benefits to be realised.

With an understanding of industry and professional testing standards, you will have experience of managing testing programs or portfolios of work with complex test requirements. You will use your skills and experiences to manage Test Assurance managers and contractors to ensure the successful delivery of projects of varying size.

You will also advise on developments with internal and external stakeholders on a regular basis regarding Business Change and IT Test, as well as Assurance policy strategies and processes. Excellent managing, influencing and negotiating skills are therefore all essential for success in this role.

Excellent communication and customer service skills are also essential as you will act as a mentor to staff, developing and supporting them to maintain professional knowledge, as well as providing effective specialist advice regarding testing and quality assurance.

Ideally you will hold a degree, test qualification, relevant professional qualification or have knowledge and ability at an equivalent level.

Although this position is office based, occasional travel and overnight stays will be required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1661.

Closing Date: 5pm on 28th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.
Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.



TEST MANAGER

Reports to:	Business Change Manager
Scope:	<ul style="list-style-type: none"> ▪ Office/home based role with occasional travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To coordinate and undertake the testing of both in house and third party developed software applications enabling efficient and effective working for customers and business benefits realised.

CONTEXT

This job sits within the Information Systems function based in Worcester. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers.

The job holder will work with programme and project managers and their teams as well as customers within business areas to understand their testing requirements for IS systems and functionality. This includes identifying immediate customer requirements and within the short and medium term with regard to the long term Group requirements. The job holder will translate these requirements into systematic test plans and work with colleagues to deliver this. The job holder will be allocated responsibility for the testing of specific systems within the Group.

The job holder will be undertake systems analysis as required as well as quality assurance, quality control, testing improvements and implement effectively. They will support the team in this process with more complex problems. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The key business objectives of this job are to:

- Accurately identify and develop solutions to meet customer testing requirements.
- Evaluate, maintain and improve testing roles and responsibilities.
- Provide expertise to support the development of IS testing protocol to deliver the Group's activities.
- Support the delivery of projects on time and within budget.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Support the analysis of customer needs to identify business application developments and enhancements, working with internal and external stakeholders to test service and product improvements that meet the current and future needs of IS customers and liaise effectively with suppliers as necessary.
Measure: Accuracy of analysis and suitability of recommendations, quality of business cases for developments and product improvements, customer/stakeholder feedback
2. Work with IS support teams, external suppliers and business users to test business applications and improvements that meet the needs of customers.
Measure: Feedback from colleagues, quality of specifications, improvements delivered
3. Undertake effective appraisals of new technologies and their suitability in meeting Group needs and scalability to support the delivery of new, and integration of existing, IS infrastructure services to meet the future needs of the Group.
Measure: Cost savings, quality of appraisals, suitability of technology recommendations, customer feedback
4. Support the development and maintenance of appropriate documentation for all testing functions and business processes in line with Group objectives.
Measure: Appropriate documentation in place and up to date
5. Ensure that any risks associated with the agreed test strategy and the system test plan are clearly documented and described to the clients/users and colleagues to resolve issues and achieve successful test sign off.
Measure: Feedback, effective management of clients, successful test sign off

6. Support the recruitment, performance management and development of quality staff to ensure required skilled staff available to meet business needs for delivering IS services and development.
Measure: Number of vacancies, recruitment costs, staff turnover, performance management issues, business needs for development programmes met
7. Support the management and implementation of special programmes and projects in support of the Group's activities, including integration and data management projects.
Measure: Achievement of programme, targets and outcomes
8. Support the implementation and development of testing methodologies to support the quality assurance phase of projects and programmes.
Measure: Achievement of project / programme, targets and outcomes.

RESOURCES

Finance	Responsible for ensuring cost effective use of resources and achieving value for money
Staff	Direct staff – between 0 and 5 direct reports (and will be responsible for mentoring IS colleagues and supporting the development of their technical skills and customer knowledge)
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Personally uses multiple arguments or different approaches to influence others without tailoring the approach to the needs of the audience. May include careful presentation of data.
Continuous Improvement	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Looks ahead in the short term (typically up to 3 months) to identify potential issues or opportunities and proactively takes action to resolve / capitalise on these.
Problem Solving	Understands problems by identifying multiple links (e.g. A leads to B leads to C) or by applying analytical tools / frameworks to solve technical problems.
Leadership	Helps team members understand priorities and the reasons for decisions, proactively providing them with useful information.
Developing Others	Gives short-term task-related instruction or helpful suggestions to support development.
Managing Performance	Puts in place clear boundaries around acceptable behaviour and performance; firmly says no to unreasonable requests.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Degree, test management qualification or relevant professional qualification or knowledge and ability at an equivalent level ▪ Prince2 Foundation level or equivalent ▪ ITIL Foundation level or equivalent 	√	√ √
Work Experience <ul style="list-style-type: none"> ▪ Comprehensive experience of testing sector specific management systems ▪ Proven experience of delivering services in successfully server based database environments (preferably Oracle) ▪ Proven experience of testing methodologies, standards and models such as IEEE829, BS7925, ISO9126 ▪ Proven experience of SQL, preferably PL/SQL, SQL* Plus and TOAD ▪ Working knowledge of Graphical Reporting tools (preferably Business Objects) ▪ Proven experience in supporting and coaching staff ▪ Proven experience of managing and successfully delivering projects ▪ Some experience of undertaking systems analysis and identifying and implementing process improvements ▪ Proven experience of working to deadlines and prioritising work loads 	√ √ √ √ √ √ √ √	√ √

	Essential	Desirable
Skills		
▪ Excellent communication skills including clear written and spoken English	√	
▪ Excellent interpersonal and customer care skills	√	
▪ Ability to extract and interpret computerised information and documentation	√	
▪ Ability to translate technical jargon into plain English	√	
▪ PC literacy	√	
Advanced Microsoft Word or similar	√	
Intermediate Microsoft Excel or similar	√	
Intermediate Microsoft Project or similar		√
Intermediate Visio or similar	√	
Email and internet communications	√	