

System Testing Manager

Reporting to: Infrastructure and Service Delivery Manager

Location: Maitland House – Southend on Sea

Overview:

The System Testing Team is responsible for carrying out rigorous testing of software applications. Testing contributes to the quality of the system, by identifying defects to be corrected before systems are released for operational use.

The System Testing Manager will be responsible for the growing Testing team, with responsibility for integrating industry best practice into the current testing methodology. This will include the definition of required inputs to the testing process and the subsequent outputs, approaches and quality control measures. The System Testing Manager will provide mentoring and guidance to the Testing team, while allocating and managing the department work load appropriately.

The System Testing Manager will represent the testing team in peer management and senior project team meetings; as such the successful candidate should be clear in all forms of communication with a good understanding of projects management and resource planning.

Key Responsibilities:

- Responsible for the management of the testing team, providing SMART objectives, guidance and direction. You will carry out general management duties including 121's, quarterly and end of year reviews, holiday management and staff reviews. You will create and maintain a professional culture within the team, where individuals take ownership and are fastidious and proud of delivering excellence
- Assign testing team resource to new project requests taking into account the risks involved, the project need, available resource experience and business priority
- To effectively manage resource including assignments/reassignments and the management of a pipeline of future activities
- To assign testing team resource to production support fix releases for the key business applications only, dependent on resource availability
- To ensure production of accurate and timely test progress reports
- To ensure the development of and adherence to agreed testing procedures and processes
- To ensure a risk-based testing methodology is applied to all work undertaken by the team and is also followed throughout the department where other resources may be undertaking system testing
- To work in conjunction with other departments to deliver continuous improvement of the testing process
- To act on a consultative basis for any testing related activity
- To use knowledge and experience to advise on risks involved in any testing required and the practicality of alternative approaches available
- To take responsibility for the production, approval and adherence to all testing deliverables and milestones for all project and non-project work undertaken
- To ensure that system testing is effective against the agreed risk-based approach, scope and timeframes
- To act as an escalation point for issues involving testing

- To analyse, report, give recommendations, develop and implement strategies that improve quality and quantity of work undertaken by the Testing Team, including investment in tools where appropriate
- To implement metrics to manage application testing and quality
- Any other adhoc duties as required

Skills and Experience:

Candidates will be expected to demonstrate and give evidence of the following skills and experience:

- Experience of managing a Team
- Experience of Testing approaches and Techniques
- Software testing experience gained from a similar environment
- Comprehensive understanding of the software development lifecycle
- Ability to assess and communicate risk appropriately
- Must be able to work and participate within a large I.T. change team
- Ability to communicate effectively at all levels both technical and business
- Proactive and highly organized with strong time management and planning skills
- Enthusiasm and ability to familiarise with new systems quickly
- Methodical and thorough with a good attention to detail
- Problem ownership and focus on resolution
- Regression Testing
- Automated Testing; **Selenium**
- Performance Testing & Analysis; **JMeter**
- Issue and Project Tracking System; **JIRA**
- Managing testing in an Agile environment

Qualifications Required:

- Degree educated or equivalent in experience

Beneficial:

- Ideally hold Advanced ISTQB Certification

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free shared local gym membership, seated acupuncture massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.