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**Job Description**

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| **Job title:** | **Senior Test Engineer** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Head of IT Portfolio Management** |
| **Grade:** | **G7** |
| **Location:** | **University of Bath premises** |

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| **Background Information** |
| The University of Bath (UoB) is embarking on the next stage of its digital transformation journey. A key part of this is to transform the way in technology services are delivered. The Digital, Data & Technology Department (DDaT) is a passionate community of technical experts who provide digital, data and technology services that are accessible, relevant, and secure. We are motivated by helping people solve problems, be more effective in what they do today and innovating to raise the bar of what can be achieved in future.    Significant change in service provision is anticipated and it is vital to have effective, proactive engagement with other departments and faculties. This will address a key improvement required within the Evolution project to develop and maintain strong partnerships with key stakeholders to deliver greater efficiency, coherence, cooperation, and coordination. |

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| **Job purpose** |
| Reporting to the Head of IT Portfolio Management, this role will be responsible for establishing and leading a new Quality Assurance and Testing (QAT) practice. The Senior Test Engineer will define QAT policies, strategies, utilise test automation where appropriate to implement best practices and drive excellence in software and service testing.  Working with the IT Portfolio Team, the Senior Test Engineer will support the delivery of projects within the IT Projects portfolio, through the implementation of appropriate test and quality assurance frameworks and processes that integrate with the Project Management Framework and ITIL processes.  The role will work with colleagues and key stakeholders across the organisation to define and implement consistent approaches to business acceptance testing ensure the quality assurance of technology related projects and services.  You will collaborate with technical delivery teams across the department to ‘shift testing left’, educating, empowering and enabling delivery teams to embed Quality Assurance and Testing best-practices within their day-to-day work.  This role will also represent QAT practice at the regular Change Advisory Board (CAB) to ensure appropriate quality assurance around changes to live IT services. |

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| **Source and nature of management provided** |
| Head of IT Portfolio Management |
| **Staff management responsibility** |
| Task management of any contract staff as directed. |

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| **Special conditions** |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities.  The University operates an “out-of-hours” system to ensure service continuity. The post-holder will be required to join the out-of-hours list and undertake occasional duties outside of standard University hours including evenings or weekends.    Annual leave may be restricted during peak workload periods. |

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| **Main duties and responsibilities** | |
| **1** | **General:**   * Ensure QAT policies, process, and procedures, as well as training materials for all stakeholders in the processes are effectively documented, communicated, adopted, and maintained, whilst aligning them to our Project Management Framework and ITIL best practices. * Monitor and measure the effectiveness and adoption of QAT practices to validate that all policies, processes, and procedures continue to be fit-for-purpose and are being followed. * Promoting QAT best practices within DDaT and across the wider University. * Undertake any other activities assigned from time to time by the University. * Occasional travel may be required, for example to user groups or conferences. * The post holder is required to always follow University policies and procedures and take account of UoB guidance. |
| **2** | **Quality Assurance and Testing Practice:**   * Lead the development of test strategies and test plans for IT projects, ensuring alignment with project goals and quality objectives. * Create, review, and maintain and well-structured test cases to ensure thorough test coverage, including functional, regression, performance, and integration testing. * Where possible and appropriate, utilise test automation, designing, developing, and maintaining automated test scripts and frameworks using industry-standard tools and best practices. * Support the delivery of QAT execution, analysis of results, and effectively communicate defects to project delivery teams. * Collaborate with teams across DDaT to ensure appropriate management of test environments, including test data and configurations, to support testing activities. * Define and enforce QAT standards and practices throughout the project and IT Service Delivery lifecycle. * Identify and manage QAT risks and issues, developing mitigation plans to ensure project success. * Stay updated with industry trends, emerging testing methodologies, and tools, and promote a culture of continuous improvement within the testing team. |
| **3** | **Leadership:**   * Provide guidance, mentoring, and technical leadership to projects and delivery teams across DDaT. * Advise the IT Portfolio Team on QAT resource requirements. * Provide guidance, mentoring, and technical leadership to teams across DDaT and junior members of the QAT Team |
| **4** | **Relationships and Communications:**   * Be the trusted advisor and advocate of QAT across DDaT and the wider University. * Play a pivotal role in the implementation and adoption of best practice based QAT across DDaT and the wider University. * Work with suppliers to ensure that 3rd party solutions have appropriate QAT plans and approaches. * Build strong relationships with colleagues across DDaT. * Build strong relationships with key stakeholders across the University, helping to embed the DDaT operating model and QAT practices. * Build relationships with peers in other Universities to identify best practice and explore relevance to DDaT. * Represent DDaT in meetings as required. |
| **Commitment to the University’s Effective Behaviours Framework**  As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | X |  |
| Related formal qualifications (ISTQB), certification or extensive experience in Test Engineering | X |  |

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| **Criteria:  Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of establishing and leading a QAT team, ideally in an academic environment | X |  |
| Experience of building sustainable relationships across key IT and University wide stakeholders | X |  |
| Strong understanding of software testing methodologies, tools, and best practices. | X |  |
| Proven experience of supervising or managing and developing an effective team in a complex environment | X |  |
| Experienced of test automation using industry-standard tools (e.g., Selenium, JUnit, TestNG). | X |  |
| Experience with performance testing tools (e.g., JMeter, LoadRunner) |  | X |
| Experience of IT Project Management methods |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Ability to assign, delegate and direct the work of others | X |  |
| Ability to set standards and measure performance and service effectiveness | X |  |
| Strong influencing and negotiating skills | X |  |
| Strong written and verbal communication skills | X |  |
| Ability to work with HE staffs at all levels including senior managers | X |  |
| Excellent reasoning and analytical abilities | X |  |
| Ability to listen, define, write, explain, and interpret ideas, strategies, and policies | X |  |
| Ability to inform and consult with both staff and customers | X |  |
| Ability to deal with confidential and sensitive information with tact and discretion | X |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. They do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**   * Willing and able to assess and apply own skills, abilities, and experience. * Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**   * Providing the best quality service to all students and staff and to external customers e.g., clients, suppliers. * Building genuine and open long-term relationships to drive up service standards. |
| **Finding innovative solutions:**   * Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. * Identifying opportunities for innovation. |
| **Embracing change:**   * Adjusting to unfamiliar situations, demands and changing roles. * Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**   * Making effective use of available resources including people, information, networks, and budgets. * Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**   * Seeing the work that you do in the context of the bigger picture e.g., in the context of what the University/other departments are striving to achieve and taking a long-term view. * Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**   * Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills, and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**   * Working co-operatively with others in order to achieve objectives. * Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**   * Planning and organising workloads to ensure that deadlines are met within resource constraints. * Consistently meeting objectives and success criteria. |