

Stay Well, Get Well, Manage Well

**POSITION DESCRIPTION
TEST MANAGER**

1 Key Capabilities	
<i>Position Summary</i>	<p>The Test Manager is responsible for implementing and enhancing testing methodology, frameworks and processes as well as the testing of systems undertaking change, including quality and test advocacy, resource planning and management, and resolution of issues that impede the test effort while providing expert process improvement advice to reduce defects and provide assurance that risks associated with implementing new and upgraded systems are accurately quantified and addressed.</p> <p>The role works with and supports the Head of Application Services, Project, Change and Training Manager's by contributing towards the transition to BAU deliverables and helping with the development of stakeholder and impact analysis, change schedules, including communications and training material.</p>
<i>Essential (Selection Criteria)</i>	<ul style="list-style-type: none"> • At least five years of working experience in a wide variety of testing efforts, techniques and tools • Rich experience integrated platform test management, across: Functional, Automation, User experience testing • Demonstrated experience in the design of business scenarios, development of test requirements, traceability matrix, scripts and delivery of Business Fit for Purpose and User Acceptance Testing • Knowledge of all aspects of SDLC • Project management experience with demonstrated experience in working on migration projects. • Business analytics and risk management skills • Solid skills in negotiation, paired with an ability to develop trust, confidence, and consensus • Strong analytical, organisational, and time management skills • Excellent verbal communication skills to work with all levels of the organisation • Well-developed written communication skills, particularly the ability to accurately produce systems documentation • Ability to liaise and gain co-operation and resolve specialist problems with a diverse range of stakeholders
<i>Qualifications</i>	Minimum Bachelor of Computing / Computer Science with technical background in systems analysis and proficiency with automation tools
<i>Preferred</i>	<ul style="list-style-type: none"> • ISTQB/similar Test Manager Certification • ITIL Foundation • Project Management
<i>Employment Conditions</i>	Fixed Term



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TEST MANAGER**

<i>Working location</i>	Based in Launceston
<i>Reports to</i>	Chief Information Officer
<i>Professional Development</i>	At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day

2 Key Responsibilities

- 2.1 Analyse detailed business requirements specifications (BRS) to develop testing strategies that reduce the risk of system outages and identify system defects

- 2.2 Design and manage the administration of all testing scripts

- 2.3 Prepare and submit detailed test reports to describe testing outcomes and assist the business in the removal of defects.

- 2.4 Improve software quality by advancing application development capability through the development of skills, processes and tools (including automation testing) used to design build and test systems.

- 2.5 Development and definition of suitable test methods and test tools for Test Reporting, Test Management, Test Automation, etc. and educate others on how to use those tools.

- 2.6 Definition and monitoring of quality goals

- 2.7 Lead, direct, supervise, manage and develop test analysts.

- 2.8 Design and manage testing framework, methodology, policies and associated processes.

- 2.9 Work in collaboration with the stake holders, devise the test objectives, organisational test objectives, policies, test strategies and test plans, test estimates, test schedule(s), impact analysis and coordinate resources accordingly.

- 2.10 Defect tracking from discovery through resolution.

- 2.11 Continually improve testing practices and standards, including tooling, quality insights, metrics, reporting, and advanced synthetic testing approaches

- 2.12 Provide advice and guidance to the business on any aspect of testing, including training for testers and other staff where appropriate.

- 2.13 Maintain governance across all delivery components for audit traceability.

- 2.14 Meets financial requirements by submitting information for budgets; monitoring expenses and manage external contractor agreements.

- 2.15 Promote the Vision and Values of St.LukesHealth both internally and externally

- 2.16 Ensure all systems resource requirements are identified during the design phases, such that they meet their performance targets within the scope of the intended use cases/s

- 2.17 Ensure Application Services, Business Improvement, Project/Change Manager's and the Learning & Development Co-ordinator are informed of any changes to systems

- 2.18 Work closely with vendors to clarify test requirements during test planning, design and execution.

- 2.19 Responsible for final signoff of test activity prior to production implementation.

3 Key Result Areas

3.1 Testing Strategy and Framework

- Delivered the processes, tools and frameworks across all testing disciplines and supporting technologies.
 - The development of an overarching testing strategy.
 - Lead the development and execution of testing strategies for new and modified services across the suit of technologies.
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3.2 Testing Practice and Compliance

- Reduction of risk through a risk-based testing approach improving platform appropriateness in an integrated environment.
 - Improved testing efficiency and effectiveness through the provision and use of tools and automation practices where relevant.
 - Provide testing assurance by monitoring the test strategies and practices in BAU and the project and programme portfolio to ensure quality requirements are met.
 - Conduct test planning, drive delivery vendors to undertake various types of testing specified in testing plans and obtain assurance that the testing is executed.
 - Ensure documentation practices are maintained and adhered, such that the Health Fund is compliant with all legislative, regulations, codes of conduct, rules, bylaws and internal policy requirements.
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3.3 Cultural Fitness

- High level of respect and trust amongst peers through adoption of St.LukesHealth values.
 - Actively and positively participate as a member of the team.
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LEVEL OF CAPABILITY - 3

<p>Communication & Engagement</p> <p><i>Communicates and engages effectively with internal and external stakeholders for the benefit of St.LukesHealth</i></p>	<p>Organisational planning & Project Management</p> <p><i>Manages time, resources and projects effectively and efficiently to achieve successful outcomes</i></p>	<p>Professional & Technical Expertise</p> <p><i>Applies and improves specialised technical/professional knowledge, skills and judgement to achieve outcomes</i></p>	<p>Business Understanding & Business Intelligence</p> <p><i>Builds and maintains a wide knowledge and understanding of the business environment and uses methods and techniques to transform data into meaningful and useful information</i></p>	<p>Creative & Strategic Thinking</p> <p><i>Considers options, risk controls, embraces opportunities and develops, implements and monitors solutions that align with strategic objectives</i></p>
<p>Communicates effectively</p> <ul style="list-style-type: none"> • Modifies communication depending on the audience and the setting, innovatively creates presentations using a variety of delivery methods. • Prepares documents and reports based on work-related knowledge and has good understanding of PHI and privacy obligations when drafting correspondence and reports. 	<p>Plans & organises</p> <ul style="list-style-type: none"> • Prioritises effectively to achieve defined targets, manages own and /or teams performance and anticipates and addresses barriers to work plans. • Gathers and assesses information and develops recommendations as part of the strategic planning process. 	<p>Knows role & organisation</p> <ul style="list-style-type: none"> • Uses knowledge of own area to contribute to thinking on future organisational direction. • Understands and consistently applies professional and technical standards and SLH policy and procedures. • Uses understanding of the operating environment to organise work. 	<p>Understands & applies business basics & financial knowledge</p> <ul style="list-style-type: none"> • Considers financial and budgetary implications during planning and decision making. • Demonstrates basic proficiency in analysing financial reports and advanced skills in drawing inferences. • Correctly defines resourcing requirements for a specific task 	<p>Uses initiative & solves problems</p> <ul style="list-style-type: none"> • Identifies and monitors tasks and activities to be undertaken and considers multiple options when resolving work problems. • Thinks beyond the apparent limitations of the situation to consider more effective ways of operating, develops a range of solutions and tests likely outcomes.
<p>Influences & negotiates</p> <ul style="list-style-type: none"> • Influences others by outlining benefits and drawbacks of particular courses of action based on rules, guidelines and facts and takes corrective action when required. 	<p>Initiates & plans projects</p> <ul style="list-style-type: none"> • Checks project and deliverable details prior to commencing work. • Provides clear communication to key stakeholders on accountabilities, goals, progress and measurables and business impact. • Adjusts priorities in response to changing circumstances and minimises last minute emergencies. 	<p>Develops & maintains capabilities</p> <ul style="list-style-type: none"> • Continuously builds knowledge, keeping up to date on the professional, technical or procedural aspects of the job. • Demonstrates reflective practice that contributes to a positive impact on the quality of work outcomes. 	<p>Manages risk</p> <ul style="list-style-type: none"> • Demonstrates an understanding and application of relevant health and safety principles and monitors progress of all new initiatives with a view to avoid mistakes and limit risks. • Implements BI and risk management processes. 	<p>Aligns actions with strategic direction</p> <ul style="list-style-type: none"> • Identifies team goals linked to strategic objectives and develops individual performance appraisal goals required to meet these objectives. • Consults with team members to establish a shared understanding of roles and responsibilities within the team.

Engages with internal & external stakeholders

- Demonstrates an understanding of the interaction of own business unit with other areas across the organisation and looks for linkages to support key outcomes.
- Makes self fully available during critical periods, in order to ensure high quality service and strives to value add to core SLH activities.

Controls, monitors & evaluates projects

- Is responsible for meeting time, budget and quality requirements on parts of the project.
- Encourages feedback after project close and participates in the evaluation of outcomes.
- Drafts recommendations for process change.

Application of business improvement & technology

- Demonstrates knowledge of standards, legislation, policies and procedures relevant to the role and utilises an understanding of external trends to provide suggestions for improvements in organisational policy and procedures.
- Develops policy and workflows for use of digital functions in their area of work.

Undertakes analysis

- Applies expertise in analysing and interpreting data.
- Recognises patterns and trends and draws out key information from complex data.
- Analyses trends and issues within PHI and wider community to support organisational objectives.

Proactively responds to change

- Actively seeks to understand the need for change, engenders staff support and motivates team to consider and suggest new ideas.

Values and Behaviours

STEWARDSHIP

Taking care of the future

We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.

RESPECT

Respect the individual

Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members

EXPERIENCE

Value the engagement

We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.

INNOVATION

Dare to disrupt

We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.

INTEGRITY

Do right, be real and be brave

We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.