1 Advertisement

Post Title: Test and Environments Manager
School/department: ITS
Hours: Full time. Requests for <u>flexible working</u> options will be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: Permanent
Reference: 21016
Salary: starting at £44,414 to £52,841 per annum, pro rata if part time current salary scales can be found here
Placed on: 07 July 2023
Closing date: 24 July 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: November 2023

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change.

This digital transition will be an ever-developing programme supported by senior stakeholders. Whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.
We are moving to agile ways of working and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need to unpick our challenges and legacy systems and move towards meeting our potential.

As the Testing & Environments Manager you will oversee the successful implementation of new and changed business and academic systems, by ensuring that they meet customer requirements, and are tested to ensure they are functionally fit for purpose, and quality assured.
You will also have lead responsibility for the testing of all externally provided and in-house developed business and academic systems. As well as hands on testing activities, you will also assume responsibility for developing our testing strategy, ensuring that testing is appropriately funded, planned, resourced, and that appropriate development and test environments are well provided for and maintained. The University is keen to move into Automation Testing and this role will lead the way. You will also have direct responsibility for the line management of staff within the Testing team.
To be successful in this role you will be able to demonstrate a career within a testing environment which includes not only established hands on testing skills, but experience in implementing and managing test strategies and plans, together with line management of a small team.

You should be able to demonstrate hands on experience of test automation from major automation solutions. Knowledge and/or expertise in DB interrogation including Oracle and or MS SQL would be a benefit as would an understanding of the higher education sector and knowledge of IT systems and processes that support the student lifecycle and beyond.

As well as offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector, the University offers a employer proposition including a positive approach to flexible working, significant investment in staff wellbeing and development, a generous pension scheme and annual leave allowance, and access to campus facilities.

Please contact Michelle Richardson on michelle.richardson@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The Digital Engagement team are primary change agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The Strategy and Architecture team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The Infrastructure team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The Operations team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services

3.   Job Description

Job Description for the post of: Test and Environments Manager

Department: ITS

Location: Falmer

Grade: 8

Responsible to: Head of Software Development and Delivery

Responsible for: Test Analysts [G7] x 3
Junior Test Analysts [G6]

Role Description

The Testing & Environments Manager will oversee the successful implementation of new and changed business and academic systems, by ensuring that they meet customer requirements, and tested to ensure they are functionally fit for purpose, and quality assured. The Testing and environments Manager will have lead responsibility for the testing of all externally provided and in-house developed business and academic systems.

In addition to hands on testing activities, the Testing and Environments Manager will be responsible for developing the testing strategy, ensuring that testing is appropriately funded, planned, resourced, and that appropriate development and test environments are provided and maintained. They will also responsible for the line management of staff within Testing and Environments team.

Principal Accountabilities

1	Lead, manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2	Manage the operational outputs of the team.
3	Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4	Work in partnership with other key stakeholders to ensure seamless service.
5	Undertake technology and software product selection, bringing forward recommendations to ensure the achievement of required business outcomes and project objectives.
6	Provide day-to-day management of work of direct reports, through all aspects of the testing Life Cycle, the ITS Helpdesk, co-ordinating their work with other team members, ITS colleagues and business stakeholders as required.
7	Support, train and mentor junior colleagues as required.
8	Deputise for the Head of Software Development and Delivery or Head of Service Management as required from time to time.

Key Responsibilities

Core Professional Services Responsibilities	
1	**Departmental Management and Leadership** 1.1 Provide management and leadership to motivate the department to achieve targets and objectives. 1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department. 1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working. 1.4 Support the development of others, providing training and coaching in area of expertise. 1.5 Foster an ethos of continuous improvement.
2	**Service Delivery** 2.1 Work within overall University policy and procedure to ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives. 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility. 2.3 Contribute to the development of departmental/functional strategic planning processes. 2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility. 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure. 2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area. 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.
3	**Policy and Procedure** 3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required. 3.2 Contribute to the shaping of policy decisions and improvement in area of expertise. 3.3 Ensure appropriate governance is in place for area of expertise.
4	**Customers and Stakeholders** 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery. 4.2 Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed. 4.3 Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.
Role Specific Responsibilities	

5	Formulates and communicates information relating to the testing and delivery of software products to a range of stakeholders who may have conflicting requirements and limited understanding of relevant technical concepts.
6	Plays a key role as technical lead in project teams concerned with the delivery of systems and services that are critical to key business functions. Uses specialist knowledge and expertise to analyse and present technical options, and advising on recommended testing approach.
7	Pro-actively promotes and supports the implementation of the ITS Software Development Life Cycle, including continual process improvement and maintenance of associated tools.
8	Works with Business Analysts and Product Owners to ensure understanding of business and testing requirements.
9	Works with the IT Helpdesk to prioritise and respond to Service Incidents and moves less urgent issues and enhancement requests to the appropriate development backlog.
10	Participate in sprint planning to determine the team's objectives for upcoming sprints.
11	Perform work tasks in accordance with sprint plans to deliver specified outputs and outcomes.
12	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.
13	Designs, codes, documents and tests new applications and software components, employing advanced and specialist problem solving skills to deliver required outcomes and outputs within project scope dimensions of time, budget and quality.
14	Provide advice on testing (including unit testing, functional testing, regression testing and User Acceptance Testing) and ensure that relevant testing strategies, policies, standards, and practices are correctly applied.
15	Collaborates with the Development Team to create and execute required test plans.
16	Initiates and undertakes knowledge transfer to ITS and other colleagues as required.
17	Maintains own up-to-date knowledge of key trends and developments related to enterprise manual and automated software testing.

Indicative Performance Criteria

1	Leading a team of up to 3 staff that may at any time include both permanent and fixed-term or contract staff.
2	Does not have any budgetary responsibility.

3	Does not have any responsibilities for equipment or premises.
4	Responsible for the achievement of targets related to the delivery of a diversity of software testing outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions.
5	The post holder reports to the Head of Software Development and Delivery, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.	X	
Effective management skills.	X	
Well-developed oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.	X	
Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contribute to team working.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
ISTQB Qualification or equivalent experience	X	
Commitment to customer service excellence.	X	
Extensive knowledge of professional software development and testing practices and associated technologies.	X	
Good knowledge of SDLCs.	X	
Knowledge of testing patterns/practices and API testing	X	
Knowledge of HTML, web frameworks and web accessibility standards.		X
Significant, hands-on testing experience.	X	
Minimum of 3 years team management experience.	X	
Minimum of 5 years testing experience.	X	
Practical experience working with Agile delivery practices.	X	
• Experience of database development including PLSQL, T-SQL, MySQL or NoSQL		X
• Experience of Oracle Forms and Oracle Databases		X

	Essential	Desirable
• Excellent experience of Dell Boomi and Flow		X
Strong experience of setting standards, strategies and procedures across the testing lifecycle ensuring the practices are adopted across the team.	X	
Oversight and experience of setting standards for automated testing tools and techniques, advise on their application and ensure that the practices are adopted within the team.	X	
The ability to Ensure appropriate testing environments are in place for all priority systems, and are maintained to ensure their integrity, and are a faithful representation of the live environments to facilitate reliable testing.	X	
Ability to manage competing end-user demands and time-critical schedules, prioritising simultaneous issues and rapidly evaluate alternate action plans	X	
Experience working in a service-oriented environment.		X