

Role Description

Test Manager, Business Services Integration



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Corporate Services / Business Services / Business Services Integration
Location	Hurstville / Orange
Classification/Grade/Band	Clerk Grade 9/10
Role Family <i>(Internal use only)</i>	Bespoke / Projects & Programs / Deliver
ANZSCO Code	224711
PCAT Code	1223292
Date of Approval	September 2020
Agency Website	www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

Test systems under development, providing expert process improvement advice to reduce development defects, and provide assurance that risks associated with implementing new systems are accurately quantified and addressed.

Key accountabilities

- Work with clients and other stakeholders to facilitate innovation and develop testing strategies that reduce the risk of system outages and identify system defects.
- Develop and implement all aspects of testing and implementation across a portfolio of complex projects, project and resourcing plans, establishing appropriate governance, identifying, allocating and managing resources, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and in line with the Agency project management methodology.
- Implement and administer all aspects of testing scripts across a portfolio of complex projects, including unit, integration, capacity, system, user acceptance and release, preparation and submission of detailed test reports describing testing outcomes and details to assist developers to remove defects to maintain compatibility with existing applications, hardware and devices.

- Participate on multiple projects and apply continuous improvement techniques and methodologies to solve problems and build new capabilities.
- Monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes.
- Create new, review and adjust existing, relevant policies and procedures, and implement in accordance with the established Cluster governance model.
- Undertake research and formulate recommendations to support evidence-based project planning and decision making.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Balance the commitments of subject matter experts required for testing with their broader work commitments while achieving project deadlines and milestones for multiple projects which are often complex and interconnected.
- Identifying issues, which have the potential to impact on Business Services and/or ICT performance or reputation and making recommendations or taking action to ensure these are addressed.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide advice and recommendations to influence decisions and initiatives. • Communicate information related to outcomes on projects. • Identify and escalate major, new or emerging issues and recommend new approaches, strategies, practices, solutions, alternative options and responses.
Other Staff	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving business outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
Clients	<ul style="list-style-type: none"> • Facilitate opportunities for engagement, consultation and information sharing, and to seek input and assessment into key issues and project priorities. • Address queries and/or redirect to relevant party for review and resolution. • Respond to agreed service level agreements or timeline commitments. • Provide complex advice to key stakeholders to ensure consistent approaches and appropriate standards are met.
External	
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on project related matters

Who	Why
	<ul style="list-style-type: none"> • Report and provide updates on project progress • Engage and consult in the resolution of project issues
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements • Consult, provide and obtain information, negotiate required outcomes and timeframes • Resolve and provide solutions to issues

Role dimensions

Decision making

The role:

- Works with limited supervision and guidance to achieve overall agreed work program commitments.
- Is fully accountable for the content, accuracy, validity and integrity of advice provided and makes decisions in relation to the quality of work performed.
- Seeks advice from the Manager or other Senior Managers in relation to matters that may have whole of Department or government implications.
- Operates and makes decisions within legislative and regulatory provisions, public sector frameworks, strategic and business plans, applicable policies, delegations, budget and resource parameters.

Reporting line

Manager, Business Services Integration

Direct reports

Nil.

Budget/Expenditure

Nil.

Key knowledge and experience

- Knowledge, skills and experience in a related discipline such as finance, business or project management and the delivery of quality or service management frameworks.

Essential requirements

- Tertiary qualifications and relevant professional certification such as quality or project management.
- Ability and willingness to travel within NSW.

Capabilities for the role


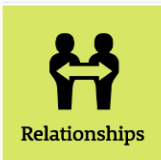
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

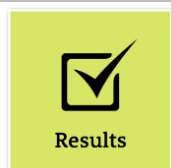
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to strong contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept


<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
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<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
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<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
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<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate 	Adept
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		<p>new ideas and options to address issues and improve the user experience</p> <ul style="list-style-type: none"> • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements 	<p>Adept</p>

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
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Development and Implementation, Systems Development, Testing

Level 5 - TEST

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
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Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Solution development and implementation, Systems development,	Level 5 TEST	Testing Coordinates and manages planning of the system and/or acceptance tests within a development or integration project or programme. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities. Provides authoritative advice and guidance on any aspect of test planning and execution. Defines and communicates the test strategy for the project. Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.