Role Description
Test Manager

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Data Analytics and Insights, CESE
Role number	274585
Classification/Grade/Band	Clerk 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	224712
PCAT Code	3226164
Date of Approval	June 2024
Agency Website	

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Data Analytics & Insights

The Data Analytics & Insights business unit's vision is to enable schools and school champions* to make evidence-based decisions, by providing data insights, analytics and services in a manner which is reliable, accurate, relevant and secure; to in turn enable NSW Education to provide opportunities for all and transform lives through learning. As an arm of the CESE Data Analytics & Insights Pillar, we will act in an advisory capacity for governance forums relating to data and analytics/insights, as well as champion/lead the adoption of a product mindset for data, and support CDO Initiatives.

Primary purpose of the role

The Test Manager is responsible for the testing of products 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

- Analyse detailed business requirements to support the development of testing strategies to reduce risks that impact the quality, accuracy and reliability of data products

- Manage the identification and reporting of defects to enable the prioritising of remedial action to ensure timely resolution and mitigation

- Collaborate with cross-functional teams to align testing activities with project objectives.

- Facilitate user acceptance testing and provide end-user support to meet project requirements.

- Manage test schedules, to ensure they are aligned and adhere to project timelines and milestones

- Manage the delivery of test cases, scripts, and reports to support the implementation of project initiatives

- Manage a team of test analysts providing leadership, advice, guidance and support to enhance, knowledge, capabilities and professional development

- Lead the team in the review and assessment of test strategies and approaches to identify opportunities to enhance the overall quality and efficiency of testing in line with the Departments commitment to continuous improvement

Key challenges

- Maintaining momentum on long-term strategic projects while continuing to respond to daily priorities ensuring the team is agile, responsive and resilient in a changing environment with competing demands

- Making sound decisions and exercising good judgement in the absence of complete information whilst staying abreast of issues and other factors

- Balancing short and long-term priorities to engage in opportunities to leverage new technologies and improve data products, systems and processes

Key relationships

Who	Why
Internal	
Director	- Provide advice and contribute to decision-making on Testing related activities - Identify emerging issues and risks and their implications, and propose solutions - Receive guidance and provide regular updates on key projects issues and priorities - Receive performance feedback

Delivery Manager	• Provide advice of Testing team's capacity for work packages
	• Communicate on work progression
Work team	• Build and maintain effective working relationships to optimise team outputs, ensuring open channels of communication to liaise, consult, engage and participate in projects
	• Work collaboratively to contribute to achieving the team's business outcomes
	• Share information: provide specialist advice, analysis and support to ensure initiatives are consistent and cohesive and align with processes and system
CESE Directorate	• Develop and maintain effective working relationships ensuring open channels of communication
Other areas of the department	• Establish and maintain strong working relationships
	• Resolve issues and provide solutions to problems

Role dimensions

Decision making

Acts independently and makes decisions on the Testing deliverables and requirements in line with operational guidelines, departmental policy and procedures.

Consults with the Director on sensitive, high risk or business critical matters to agree a suitable course of action

Reporting line

Director, Data Analytics and Insights

Direct reports

Up to 4

Budget/Expenditure

Financial delegation in accordance with Departmental policy.

Key knowledge and experience

- Extensive experience with developing and implementing testing strategy and solutions for data products

- Strong understanding and experience working on projects with complex data and requiring analytics solutions

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people

Essential requirements

- Industry certification in relevant technologies or equivalent industry experience.

- Demonstrated understanding of and commitment to the value of public education.

- Valid clearance to work with Children (Working with Children Check)

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.
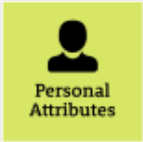
This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT
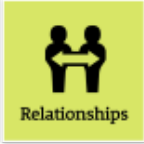
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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.

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	- 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

Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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

Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced	
Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced	

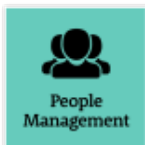|	Project Management	• Prepare and review project scope and business cases for projects with multiple interdependencies	Advanced
	Understand and apply effective planning, coordination and control methods	• Access key subject-matter experts' knowledge to inform project plans and directions	
		• Design and implement effective stakeholder engagement and communications strategies for all project stages	
		• Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning	
		• Develop effective strategies to remedy variances from project plans and minimise impact	
		• Manage transitions between project stages and ensure that changes are consistent with organisational goals	
		• Participate in governance processes such as project steering groups	
	Manage and Develop People	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes	Adept
	Engage and motivate staff, and develop capability and potential in others	• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams	
		• Develop work plans that consider capability, strengths and opportunities for development	
		• Be aware of the influences of bias when managing team members	
		• Seek feedback on own management capabilities and develop strategies to address any gaps	
		• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way	
		• Monitor and report on team performance in line with established performance development frameworks	

| | **Inspire Direction and Purpose**
Communicate goals, priorities and vision, and recognise achievements | • Assist the team or unit to understand organisational directions and explain the reasons behind decisions
• Ensure that team and unit objectives lead to the achievement of business outcomes that align with organisational policies
• Ensure team members understand how their activities create value for the organisation, customers and stakeholders
• Encourage team members to strive for ongoing performance improvement
• Recognise and acknowledge high individual and team performance | Intermediate |

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
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	Adept
Results	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	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate

	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate
People Management			