Role Description
Test Manager

Cluster	Industry
Agency	Local Land Services
Location	Orange
Classification/Grade/Band	Advisory and Technical Stream LLS Level 7
Role Family *(Internal use only)*	Bespoke / Information & Communication Technologies / Deliver
ANZSCO Code	135112
PCAT Code	1226166
Date of Approval	January 2019
Agency Website	www.lls.nsw.gov.au

Agency overview

Local Land Services (LLS) was established in January 2014 to provide quality, customer- focused services to landholders and the community across New South Wales. The organisation brings together the agricultural advice, biosecurity, natural resource management, emergency services and Soil Conservation Service functions previously provided by 28 organisations into a single organisation comprising around 950 staff with a budget of approximately $225 million.

LLS provides products and services that are strongly focused on meeting local customer needs, combined with the strength of being a single organisation governed by the Local Land Services Board. Eleven local regions, Sustainable Land Management and the Soil Conservation Service are responsible for local delivery. Each local region has a local board which is responsible for the oversight of day-to- day operations and local strategic direction in line with state priorities. The regions vary in geographic and organisational size and are supported by the state operations unit.

The Sustainable Land Management business unit provides regulatory services under the Biodiversity Conservation Act 2017 and the Soil Conservation Service is a commercial entity for environmental consulting and soil conservation services.

Primary purpose of the role

The Test Manager is responsible for the testing of systems under development, for 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 specifications (BRS) to develop testing strategies that reduce the risk of system outages and identify system defects
- Manage the administration of testing scripts (including unit, integration, capacity, system, user acceptance and release) to maintain compatibility with existing applications, hardware and devices

- Prepare and submit detailed test reports to describe testing outcomes and assist developers in the removal of defects
- Improve software quality by advancing application development capability through the development of skills, processes and tools used to design build and test systems
- Maintain the information, technology and communication (ICT) quality management policies and processes that drive improvements in performance and customer satisfaction
- Test ICT processes for compliance against documented standards and provide input to improvement programs that enhance the quality of services to the business

Key challenges

- Maintain support for quality assurance activities that align to quality experiences
- Deliver effective testing outcomes against the pressures of time, cost, risk and quality

Key relationships

Who	Why
Internal	
Director ICT Program	• Escalate issues, advise and receive instructions
Work Team	• Inspire and motivate team, provide direction and manage performance • Guide, support, coach, educate and mentor team members • Review the work and proposals of team members in the role's areas of specialisation and accountability • Encourage team to work collaboratively to contribute to achieving the team's business outcome • Contribute to program/project quality
Clients/Customer	• Manage expectations, resolve and provide solutions to issues • Negotiate schedules for re-testing • Receive business requirements specifications and manage the delivery of testing scripts and reports

Role dimensions

Decision making

- Working within the **ICT Roadmap and Program Plan**. The role is fully responsible for meeting allocated objectives. To achieve these objectives the role has the autonomy to initiate their own work and that of others, with a significant role in the assignment of tasks and/or responsibilities. Influences team and specialist peers internally.

- Participates in external activities related to own specialty.

- Makes decisions, which influence the success of projects and team objectives. The role performs an extensive range and variety of complex technical and/or professional work activities, including work,

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which requires the application of fundamental principles in a wide and often unpredictable range of contexts.

- Makes decisions, which take into account the relationship between own specialty and wider customer/organisational requirements.

Reporting line

ICT Principal Project Officer

Direct reports

Nil

Budget/Expenditure

Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Advanced**
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Advanced**
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
	Development and Implementation, Systems Development, Testing	**Level 5 - TEST**
	Strategy and Architecture, Technical strategy and planning, Methods and tools	Level 5 - METL

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Report and manage apparent conflicts of interest • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments

Group and Capability	Level	Behavioural Indicators
		• Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation

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.