

Role Description

Testing and Quality Assurance Lead

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|----------------------------------|--|-----------------------|
| Cluster | Justice | |
| Division/Branch/Unit | Courts and Tribunal Services/Program Innovation & Implementation | |
| Location | Sydney | |
| Classification/Grade/Band | Clerk Grade 9/10 | |
| ANZSCO Code | 261111 | |
| Role Number | TBA | |
| PCAT Code | 1226192 | |
| Date of Approval | 1 February 2019 | Ref: CATS 0071 |
| Agency Website | www.justice.nsw.gov.au | |

Primary purpose of the role

The Testing and Quality Assurance Lead is responsible for the end to end testing of systems under development and ongoing maintenance of the quality assurance processes to reduce development defects and maintain quality standard within the Courts and Tribunal Services Division.

Key accountabilities

- Lead and manage a team of staff including day to day work allocation, capability development and performance management to support and enhance digital applications within the Courts and Tribunal Services Division
- Develop and administer a test strategy for the Portfolio that enables a standardisation of approach to multiple applications.
- 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
- Maintain the 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
- Actively participate in test planning to ensure test coverage is adequate for each deliverable

Key challenges

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

Key relationships

| Who | Why |
|-------------------|--|
| Internal | |
| Manager | <ul style="list-style-type: none">Escalate issues, keep informed, advise and receive instructions |
| Work team | <ul style="list-style-type: none">Inspire and motivate team, provide direction and manage performanceGuide, support, coach and mentor team membersReview the work and proposals of team members in the role's areas of specialisation and accountabilityEncourage team to work collaboratively to contribute to achieving the team's business outcomeContribute to program/project quality reviews |
| External | |
| Clients/customers | <ul style="list-style-type: none">Manage expectations, resolve and provide solutions to issuesNegotiate schedules for re-testingReceive business requirements specifications and provide detailed testing scripts and reports |

Role dimension

Decision making

The role is accountable for the formulation of advice and coordination across all operations objectives. Independent decision requirements of the position include:

- Quality Strategy and Testing Standards
- Resourcing assessment, prioritisation and allocation
- Contractor performance.

Collaborative decision making requirements of the position include:

- Stakeholder management
- Customer service considerations.

Reporting line

Reports to Program Director or Project Manager.

Direct reports

The role has three (3) direct reports. The role will also provide leadership and oversight of external contractors and vendors as required.

Budget/Expenditure

As per the financial delegation limit.

Essential requirements

- Qualifications in Information Technology (or a relevant discipline) or significant experience relevant to the role and demonstrated continuing professional development
- Demonstrated experience in designing a quality framework including setting up test strategies and standards for an application portfolio.
- Demonstrated understanding of the Software Development Life Cycle including test and software development methodologies.
- Demonstrated experience in team leadership and staff resource management.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>


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

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 | Intermediate |
| | 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 | Intermediate |
| | Demonstrate Accountability | Advanced |
|  Business Enablers | Finance | Intermediate |
| | Technology | Adept |
| | Procurement and Contract Management | Intermediate |

NSW Public Sector Capability Framework

| Capability Group | Capability Name | Level |
|--|----------------------------------|--------------|
|  | Project Management | Intermediate |
| | Manage and Develop People | Adept |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Adept |
| | Manage Reform and Change | Intermediate |

Occupation / profession specific capabilities

| Capability Set | Category, Sub-category and Skill | Level and Code |
|---|---|-----------------------|
|  | Development & Implementation, Systems Development, Testing | Level 5 – TEST |
| | Skills & Quality, Quality & Conformance, Quality Management | Level 5 - QUMG |
| | Skills & Quality, Quality & Conformance, Quality Assurance | Level 5 - QUAS |
| | Change & transformation, Business Change Management, Business Process Testing | Level 5 - BPTS |

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 Display Resilience and Courage | Adept | <ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> 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 Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict |
| Results Demonstrate | Advanced | <ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|-------|--|
| Accountability | | <p>business goals</p> <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |
| People Management Manage and Develop People | Adept | <ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks |

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

| Category and Sub-Category | Level and Code | Level Descriptions |
|--|-----------------|---|
| Development & Implementation Systems Development | Level 5 TEST | Testing (TEST) - Coordinates and manages planning of the system and/or acceptance tests, including software security testing, 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. |
| Skills & Quality Quality & Conformance | Level 5 QUMG | Quality Management (QUMG) - Advises on the application of appropriate quality management techniques and standards. Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels. Determines areas where existing processes should change from analysing audit findings. Takes responsibility for controlling updating and distributing organisational standards. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models. |