

Role Description

Senior Quality Assurance Engineer



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Property Development and Valuation /Value NSW /VAL IQ Application Support
Role number	TBA
Classification/Grade/Band	Clerk Grade 9-10
ANZSCO Code	263211
PCAT Code	1126492
Date of Approval	September 2024
Agency Website	https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

- create vibrant, productive spaces and precincts;
- manage lands, assets and property effectively; and
- deliver affordable and diverse housing.

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 builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities

Value NSW (VNSW), a key agency within DPHI, operates under delegated authority from the Valuer General to provide fair and independent land valuations for the NSW community. VNSW manages essential functions such as customer service, contract management, and the maintenance of the Register of Land Values. Each year, VNSW values approximately 2.6 million properties, worth over \$2.6 trillion, and provides live data that supports \$15 billion in annual revenue for state and local services. VNSW ensures compliance with relevant legislation while upholding public trust in the valuation system.

Primary purpose of the role

The Senior Quality Assurance Engineer leads cross-functional collaboration to define, develop, and execute testing strategies that align with user needs and organisational goals by managing and executing comprehensive user acceptance testing processes to ensure the quality and functionality of business application systems.



Key accountabilities

- Execute and oversee both automated and manual testing services for assigned deliverables, ensuring they meet user needs within set time frames and budget allocations.
- Design, build and configure sophisticated QA and testing solutions using appropriate software, applications and test solutions for a range of VNSW environments and platforms.
- Collaborate closely with cross-functional teams to define test scope, develop comprehensive test documentation (including test plans, scripts, and cases), and ensure thorough test execution that aligns with project deliverables.
- Coordinate and lead testing activities across teams, validating all aspects of system testing, including functionality, performance, and user experience, to meet established quality standards.
- Lead the integration of testing processes into the development lifecycle, aligning testing goals with user needs, project timelines, and budgetary constraints, while fostering continuous improvement in test efficiency and effectiveness.
- Foster productive working relationships with internal and external stakeholders, applying the latest testing methodologies and techniques to enhance the quality of all deliverables within the business and enterprise applications portfolio.
- Enhancing testing methodology to meet the evolving needs of the department and its stakeholders by seeking out continuous improvement initiatives.

Key challenges

- Adopting and becoming proficient in new automated testing tools and methodologies and encouraging their use across teams with varying levels of experience.
- Collaborating on the integration of automated testing with current manual practices, ensuring both methods are effectively utilised without disrupting workflows.
- Delivering quality testing outcomes within strict timelines and resource limitations, while supporting the development and refinement of testing processes.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none">• Provide expert customer focused advice, assistance and support
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Participate in meetings and discussions to share information and provide input and feedback• Identify sensitive issues, risk & opportunities and recommend potential solutions• Provide regular updates on key projects and priorities
Team	<ul style="list-style-type: none">• Mentor and guide to ensure a consistent practice and technical skills• Collaborate to achieve business outcomes and support each other• Drive discussions and contribute to decisions on resolving issues and implementing of innovation and best practice• Represent the team's perspective and share relevant information• Review and provide feedback of work and proposals.

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"> Clearly articulate the needs and requirements of the Quality Assurance practice collaborating with stakeholders to negotiate solutions, offer expert advice and provide regular updates Proactively identify and communicate potential risks or quality issues to stakeholders, ensuring they are aware of any challenges that may impact the project's success. Ensure alignment between quality assurance processes and broader business objectives, making sure that stakeholder expectations are met in a way that supports the organization's goals.
External	
Customers/Stakeholder/Industry Professionals/government agencies	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to provide information, seek advice and ensure effective management and implementation of expectations and standards Collaborate on the implementation of strategies, stay current with best practices, and ensure compliance with contracts and service arrangements. Represent the organisation in external forums, meetings, and discussions, advocating the agency's position and contributing to the exchange of information and innovative practices.

Role dimensions

Decision making

- Has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management to their manager.
- Fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.
- Submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Principal Automated Quality Assurance Lead

Direct reports

Up to 3

Budget/Expenditure

Nil

Key knowledge and experience

- Working knowledge of PEGA for workflow automation, testing, and quality management, particularly within large, complex organisations.
- Solid experience with automated testing frameworks and tools such as Selenium, JUnit, or similar
- Proficiency in various testing methodologies, including functional, regression, performance, and security testing

Essential requirements

- Tertiary qualifications in a related discipline or equivalent demonstrated experience.

Cyber Security

Cyber security forms an integral part of every employee's role description and responsibilities. Individuals such as those with privileged access, application developers, risk owners, and system and application owners have additional responsibilities in securing the Department's digital resources. As part of your role, you will be expected to undertake cyber security related activities to help contribute to the Department's overall security posture.

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.

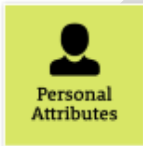
The capabilities are separated into focus capabilities and complementary capabilities.




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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	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 	Advanced
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<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
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders 	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solution	<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 new ideas and options to address issues and improve the user experience 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 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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 	Adept

Occupational specific focus capabilities


Capability group / sets	Capability name	Behavioural indicators	Level
	Development and implementation / Systems development / Testing (TEST)	<ul style="list-style-type: none"> Plans and drives testing activities across all stages and iterations of product, systems and service development. Provides authoritative advice and guidance on any aspect of test planning and execution. Adopts and adapts appropriate testing methods, automated tools and techniques to solve problems in tools and testing approaches. Measures and monitors applications of standards for testing. Assesses risks and takes preventative action. Identifies improvements and contributes to the development of organisational policies, standards, and guidelines for testing. 	Level 5










Capability group / sets	Capability name	Behavioural indicators	Level
	Skills and Quality, Quality and Conformance, Quality Management (QUMG)	<ul style="list-style-type: none"> Prioritises areas for quality improvement by considering the strategy, wider business objectives and results from internal and external audits. • Initiates the application of appropriate quality management techniques in these areas. Initiates improvements to processes by changing approaches and working practices, typically using recognised models. Achieves and maintains compliance against national and international standards, as appropriate. Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems 	Level 6
	Change and transformation / Change analysis / Acceptance testing (BPTS)	<ul style="list-style-type: none"> Plans and manages acceptance testing activity. Specifies the acceptance testing environment for systems, products, business processes and services. Manages the creation of acceptance test cases and scenarios. Ensures that defined tests reflect realistic operational conditions and required level of coverage. Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken. Highlights issues and risks identified during testing to stakeholders. Provides authoritative advice and guidance on planning and execution of acceptance tests. 	Level 5

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept

Capability group/sets	Capability name	Description	Level
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	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	Adept