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| **Role Title:** | BTS Test Strategy & Delivery Manager |
| **Report to (title):** | BTS; Assigned out to Business Units |
| **Function/Department:** | Business Technology Services (BTS) |
| **ABF Business Technology Services Overview** | |
| Business Technology Services works across the major divisions of ABF, helping our businesses to thrive through the provision of world class Technology infrastructure, support, and delivery of new technologies to support the achievement of company strategic outcomes. | |
| **Role Summary** | |
| This is an exciting time to join the BTS family. Our Global Delivery function is maturing its approach and linking to our BTS vision & strategy is launching a new service called ‘PMaaS’ (Project Management as a Service). This new service will operate as an internal consultancy offering project and programme based professionals across ABF through an assignment based model. This will see resources assigned out of BTS’ central PMaaS pool to other ABF Businesses to work on strategically important business change technology projects and programmes.  The Test Strategy and Delivery Manager is a critical role to develop, oversee & execute testing strategies across the assigned portfolio of business change and Technology projects & programmes. The role owns the Testing methodology, along with required artefacts to be completed in order for solutions to be delivered correctly and operating as expected prior to handover & project closure. The role will manage and develop test capability used, including any 3rd party testing partners. | |

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| **Role Responsibilities/Accountabilities** |
| * Management of testing artefacts and processes assigned to technology and change projects and programmes through the lifecycle in accordance with agreed governance methodology and associated approval bodies. * Develop & evolve the testing framework across assigned portfolio and seek to share across ABF business units. * Drive the testing in projects, be a gatekeeper to project go live, and challenging if testing has not been adequately considered * Establish goals, communicating them to team members and testing partners, and assessing their progress toward them. * Oversee the planning, design, execution, and reporting of tests to ensure that deployed solutions meet quality standards and is free from errors. * Collaborate across other stakeholders, such as architects, 3rd party solution developers, project managers and business analysts, to ensure that testing aligns with project goals and objectives. * Responsible for monitoring the creation of the appropriate testing organisation / regime needed for each project & programme including artefacts and testing approaches required. * Manage and coordinate all testing efforts, which might involve creating test cases, running tests, and handling defects. * Manage internal / external 3rd party testing teams ensuring familiarity with various testing approaches, tools, & best practices. * Where 3rd party and internal test resources are used, oversee the activities of the testing group; ensuring clear goals and expectations through the testing lifecycle & assessment of progress in achieving the testing activities. * Work to develop the capabilities of the BTS PMaaS service, promote continuous improvement and knowledge sharing across all resources. Share best practices and develop greater knowledge of testing across the members of the PMaaS resource pool. * Partner with the business to drive the testing strategy whilst also acting as a coach to key business leads on effective testing and use of JIRA |

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| **Working Pattern & Location** |
| * This role is a 37.5hour week Monday – Friday * This will be a hybrid role, with a mix of home working plus travel to Central London and Peterborough on regular basis – possibly up to 2 / 3 days a week. |

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| **Experience, Knowledge, Skills & Attributes** | |
| **Essential** | **Desirable** |
| Experience of managing testing across small to large project & programmes in a geographically widespread federated environment. | Ability to act with diplomacy across a varied and demanding audience within the business and respective projects. |
| Experience of developing test strategies and selecting most appropriate testing regimes pertaining to each project / programme. | Experience of continuously improving processes / ways of working to ensure efficiency of testing practices. |
| Experience of manging testing resources both internal and external, including the establishment of 3rd party test frameworks / partnerships (nearshore / offshore). | Ability to interact effectively across operational based stakeholders understanding the impact to business operations of down time associated to IT Changes. |
| Experience interfacing and integrating testing artefacts across multiple project delivery methodologies (waterfall, agile and hybrid) | Comfortable with ambiguity and shaping testing blueprints & strategy with minimal input / direction set by senior leadership. |
| Ability to apply both creative and pragmatic thinking to problem solving | Experience of operating within federated environments or within an IT Service Management Provider / consultancy advantageous |
| Ability to effectively communicate testing activities, plans & results across varying stakeholders from operational to C-Suite. | Solid understanding of and demonstrated experience in using appropriate tools: Microsoft Project, Visio, PowerPoint, MS Excel, and the other MS Office Tools. |
| Experience of managing threats and risks to the final solution’s quality. Ability to create & manage a testing risk strategy & mitigation plan as change initiatives progress; working closely with Project / Programme Managers to track. | Strong interpersonal skills including mentoring, coaching, collaborating, and team building. |
| Strong communication skills, both verbal and written. Able to convey information to a varied audience in user-friendly language. | Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence. |
| Proven coaching experience, to drive testing forward and empower the business functions |  |