

## Lead Test Analyst in IT Services (Directorate of Infrastructure)



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## Brief summary of the role

Role title:	Lead Test Analyst
Grade:	9
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	Remote
Reports to:	Applications Development Manager
Responsible for:	Test Analyst
Work pattern:	Typical office hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Not applicable
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

## Main purpose of the role

The Lead Test Analyst will provide line management for Test Analysts and leadership in IT Services testing activities. They will be responsible for developing a testing culture within the department, creating standards and ensuring that all testing activity is carried out in line with agreed development plans and standards. They will ensure high team performance alongside developing a culture of learning and empowerment.

The post holder will have a proven understanding of technology and technology trends within the field of testing. They will apply this insight to enable the business to innovate through the use of technology e.g. enhancements in test automation.

You will champion good practice and continual process improvement, enhancing the service and support colleagues.

## Main duties and responsibilities

**Note:** The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Implement testing standards, tools, processes, and best practice. Continually review and identify improvements.
2. Coordinates and manages planning of system and / or acceptance tests. 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.
3. 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 creates testing standards and definition of best practice.
4. Leads Test Analysts to ensure that a high-performance team culture is adopted. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides coaching / mentoring to support professional development of team and wider.
5. Supports the definition of projects which advance the Universities objectives and plans. Facilitates availability and optimum utilisation of test resources.



6. Provides technical management of the testing function, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to.
7. Actively maintains proven knowledge in testing. Provides advice in these areas. Supports and promotes the development and sharing of testing knowledge within IT Services and the University.
8. Supports the management of application suppliers to ensure KPI's and agreed targets are met. Assists with bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed.
9. Manages aspects of the product lifecycle for applications, enabling the product to meet the needs of customers / users and achieve financial or other targets.
10. Analyses market and / or user research, feedback, expert opinion and usage data to understand needs and opportunities. Facilitates uptake of application products by planning development of product collateral, supporting and evaluating campaigns, and monitoring product performance.
11. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in application systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
12. Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.
13. Deputises for the Application Development Manager as required.
14. Such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Educated to degree level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Certification in relevant technologies</li> <li>• ITIL Foundation</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Significant experience of IT testing, including test automation – for example, Selenium</li> <li>• Significant experience of leading and managing testing activities; developing and sustaining a high-performance culture</li> <li>• Proven analytical, planning and execution skills</li> <li>• Proven leadership skills with the ability to develop, communicate and inspire staff</li> <li>• Takes accountability and has strong sense of ownership</li> </ul>
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	<ul style="list-style-type: none"> <li>• Results oriented and a commitment to a high-quality customer service</li> <li>• Ability to build and maintain broad network of business relationships</li> <li>• Knowledge of customer behaviours, needs and expectations</li> <li>• Ability to lead a team / discipline to quickly resolve complex problems in the provision of IT services</li> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Leadership / management experience</li> <li>• Higher Education experience</li> <li>• Applying lean / agile methods</li> <li>• Microsoft Azure</li> <li>• Applications operational management</li> <li>• Application development and software engineering</li> <li>• Cyber-security within application technologies</li> </ul>

Personal attributes

**Essential**

- We are seeking a motivated individual who can:
  - Influence and negotiate at appropriate levels and where resources may not be in direct control of this role
  - Communicate and present effectively to stakeholders from all backgrounds
  - Forge effective relationships in a complex matrix management environment
  - Motivate others to deliver high performing teams and a high-performance culture
  - Resolve conflicts and problems
  - Build trust and display integrity
  - Work collaboratively and be a key team player, taking the lead as the situation requires
- You should be:
  - Results oriented, adaptive and decisive
  - Creative and innovative
  - Capable of working under your own initiative and leading others
  - Keen to learn new technologies and maintain industry knowledge
  - An understanding of the benefits of diversity within an organisation, an appreciation of other cultures; the global reach of the University and its international agenda



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|  | <ul style="list-style-type: none"><li>• Flexible in taking annual leave to avoid key critical periods</li><li>• Prepared to do some out of hours work when needed in exchange for compensation or time in lieu</li></ul> |
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## Information about the University of Bradford

### Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

### Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

## Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

## University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.