



JOB DESCRIPTION

Job Title:	Test Manager
Directorate/Department:	IT
Job type:	Professional Services
Grade:	RHUL 8
Accountable to:	Assistant Director of IT (Architecture and Planning)
Accountable for:	n/a
Purpose of the Post	
<p>Royal Holloway, University of London is undertaking a major Project to replace its Student Record System (SRS) and transform the operating model for Student Study Services. The SRS underpins the entire student journey, from application through to graduation. This project is central to our commitment to delivering a modern, efficient, and student-focused experience. The new system will support all aspects of the student lifecycle and will play a vital role in helping the University meet its strategic goals for student recruitment and student experience. This role will be a key member of the Project Team to implement the new system.</p> <p>The Test Manager is responsible for leading operational management and delivery of specified testing activities within development and implementation, ensuring that quality and efficiency throughout the testing cycle.</p> <p>The post holder will be responsible for creating project-level test deliverables and defining test protocols. The Test Manager will provide advice and training to testers, schedule testing, monitor testing progress, and action test issues that arise.</p> <p>This role will have line management responsibility for a test analyst.</p>	
Key Tasks	
<p>The post holder will:</p> <ol style="list-style-type: none"> 1. Be responsible for creating project-level test deliverables and defining test protocols. The Test Manager will provide training to testers, schedule testing, monitor testing progress, and action test issues that arise. 2. Be project test manager responsible for all aspects of test delivery across all test phases on the Project. 3. Engage with the Project team and SME's in design and analysis of products to ensure they are testable and fit for purpose. 4. Engage with the Project team and SME's to produce and implement Test Strategies and Plans, covering functional and non-functional testing, approach, Plans, Defect and Delivery Tracking, Alpha/Beta testing, collation of testing artefacts for release, Reports & Metrics, and Test Completion Reports. 	

5. Work with Technology One and other consultants and project team members to understand solution and documented requirements and specifications.
6. Ensure test environments are fit for purpose.
7. Organise and manage test cases across each strand of the project
8. Design and develop test metrics, dashboards and status reports, and present to internal Project Team and Governance Boards where required.
9. Liaise with a team of technical specialists covering planning, estimating, managing and reporting on tasks
10. Manage testing risk and the communication of risks/issues to the organisation and key stakeholders, including priority defects escalated to development.
11. Define and implement risk-based test techniques and processes for ensuring test coverage and traceability.
12. Produce coherent reports describing the position of testing at any given point in time, including risk logs, deadlines, customer issues, software quality issues, priorities and resource availability.
13. Provide informal training and guidance on testing to testers from a range of roles across the institution.
14. Mentor less experienced team members and lead by example in both technical and non-technical aspects of the role.
15. Significantly contribute to post-testing/release reviews and continuous improvement activities to ensure actions are followed through.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Test Manager

Directorate: IT

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
IT or business-related degree or equivalent vocational experience.	X		Application Form
Hold a professional qualification relating to software testing, for example ISTQB Tester Foundation or ISTQB Tester Advanced – Test Manager,	X		Application Form / Interview
Skills and Abilities			
Experience in interpretation and review of specifications, and in delivering complex test projects in roles of test lead and/or test manager	X		Interview
Good working knowledge of test automation, DevOps, test environments, test data, test management and SDLC tools	X		Interview
Experience			
Experience working in Further or Higher education.		X	Application Form
Experience in testing Student Records and/or Admissions Systems		X	Application Form / Interview Interview
Experience of team leadership/management and developing and mentoring of less experienced team members	X		Application Form
Experience in stakeholder management including presenting status reports and project deliverables	X		Interview
Experience in supporting, writing and delivering test scripts for non-technical testers	X		Interview
Experience in a range of test and defect management tools and processes such as Azure Dev Ops..	X		Interview
Experience working on data migration, integration and system configuration projects in a SaaS environment	X		Application Form / Interview
Other Requirements			
Have a service-driven mindset.	X		Interview

Quick to adapt to changing priorities.	X		Interview
Ability to work with minimal supervision and have the confidence to make decisions on routine procedural issues and service issues.	X		Interview