

# Job Description and Person Specification

Role: Project Implementation & Test Officer



## Job Description

<b>Job Title</b>	Project Implementation & Test Officer
<b>Grade</b>	6
<b>Service</b>	Digital Services
<b>Reports to</b>	Project Manager ICT
<b>Location</b>	Friargate
<b>Job Evaluation Code</b>	P1501D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Working as part of the Digital Delivery Team, the post holder will undertake the management and maintenance of a comprehensive suite of test processes, techniques and tools to measure and improve the quality of the hardware, software and application systems being deployed by Coventry City Council. They will also support the management of larger end-to-end ICT projects, lead on smaller end-to-end projects, deliver service improvement and drive efficiency in line with the organisation's vision for service delivery, ensuring that the customer is at the heart of everything it does, whilst working towards the achievement of performance objectives.

## Main Duties & Key Accountabilities

- Support Project Managers or other lead officers to ensure that project planning, development and activity across allocated projects are coordinated so that outcomes are timely and effective.
- Manage project planning across allocated smaller projects to ensure that outcomes are timely and effective with effective performance management systems.
- Work with team members to ensure the efficient and effective delivery of the project, undertaking the wide and varied tasks required to achieve service improvement and cost reduction within timescales.
- Define, coordinate, plan and manage the planning of hardware, software, and application systems and acceptance tests within a Digital Services project or programme, reviewing and modifying where necessary.
- Create test cases from analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability).
- Take responsibility for the integrity of testing and acceptance activities and coordinate the execution of these activities.
- Provide reports on progress, anomalies, risks, issues and metrics on test cases.
- Provide authoritative advice and guidance on any aspect of test planning and execution.
- Assess suppliers' development and testing capabilities where appropriate.
- Select testing standards for all project phases, influencing all parties to conform to those standards.
- Manage the user relationship concerning all testing matters.
- Identify process improvements, contribute to corporate testing standards and definition of best practices.
- Plans and performs all types of evaluation. Interprets and presents the results of evaluations.
- Ensure that the results of evaluations are understood by system developers and system integrators.
- To work with various stakeholders including external partners, to build, maintain and promote effective working.
- Any other duties and responsibilities within the range of the salary grade.
- Provide out-of-hours service as required and agreed with Digital Services Management.

## Key relationships

<b>External</b> Supplier(s)	<b>Internal</b> Digital Services Procurement Service Areas Legal Finance
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke-Free

The City Council is smoke-free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder: N/A

## Person specification

<b>Job Evaluation Code</b>	P1501D
<b>Knowledge</b>	
Good working knowledge of ICT project implementation methods and techniques.	
Thorough knowledge and understanding of how hardware, software, and application systems testing is carried out in a large, diverse organisation to support the efficient and effective delivery of Digital services.	
Thorough understanding of planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed standards.	
<b>Skills and Abilities</b>	
Very good communication skills by written, oral and electronic means appropriate to the relevant audiences	
Very good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions	
Able to build and maintain critical working relationships	
Able to demonstrate creativity and innovation in the management and delivery of testing services for the benefit of the organisation	
Able to demonstrate very good customer awareness and customer care in the delivery of services	
Able to write and review technical documentation	
Able to effectively prioritise own workload	
Able to advise on the available standards, methods, tools and applications relevant to systems and software testing	
Able to assess and advise on the scope of options for testing process improvements	
Support and champion the culture and practices of active knowledge management and sharing	
Demonstrate a good level of business acumen (e.g. value for money, risk, reputation etc.)	
<b>Experience</b>	
Evidence of managing and maintaining an ongoing lifecycle process of development, using and maintaining test-ware (test cases, test scripts, test reports, test plans, etc.)	
Proven experience in the application of hardware, software, and application systems testing processes, methods, tools and techniques	
Evidence of realising the benefits of a systematic approach to systems and software testing	

<b>Qualifications</b>
Further educational qualification(s) or demonstrable equivalent experience
Evidence of commitment to continued personal development
<b>Special Requirements</b>
None

<b>Date Created</b>	November 2010	<b>Date Reviewed</b>	August 2023
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