



Coventry City Council

Job Description

Vacancy Reference No:

Job Title:	Project Implementation & Test Officer	Job Number:	P1501D
Service:	ICT Strategy, Systems & Development	Grade:	6
Location:	Friargate		

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.

Job Purpose:

Manage and maintain 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 including Applications and Infrastructure components.

Manage the continual process of developing, using and maintaining testware (test cases, test scripts, test reports, test plans, test data etc.).

Testing embraces the planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed standards to ensure that new and amended Council systems, configurations, packages, or services, together with any interfaces, perform as specified.

Formal assessment of the usability (including health and safety, and accessibility) of new or existing products or services (including prototypes). Assessment methods include user trials, expert review, survey, and analysis.

Undertake responsibility for supporting the implementation of projects to deliver service improvement and cost reduction.

Main Duties and Responsibilities:

1. Coordinate, plan and manage the planning of hardware, software, and application systems and acceptance tests within an ICT Change or ICT Operations project or programme.
2. Support Project Managers or other lead officers to ensure that project planning, development and activity across allocated projects are co-ordinated so that outcomes are timely and effective.

3. 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.
4. Take responsibility for integrity of testing and acceptance activities and coordinate the execution of these activities.
5. Provide authoritative advice and guidance on any aspect of test planning and execution.
6. Define and communicate the test strategy for a project or programme across ICT, the Council and Suppliers and Partners.
7. Manage all phases of testing, including plans, resources, costs, timescales, test deliverables and auditability.
8. Coordinate Test activities across ICT Change and ICT Operations units to ensure systems are effectively and efficiently tested and robust systems are built and transitioned to the business.
9. Assess suppliers' development and testing capabilities where appropriate.
10. Select testing standards for all project phases, influencing all parties to conform to those standards.
11. Manage the user relationship with respect to all testing matters.
12. Identify process improvements, contribute to corporate testing standards and definition of best practice
13. Create test cases from analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability).
14. Produce test scripts, materials and regression test packs to test new and amended software or services.
15. Specify requirements for environment, data, resources and tools.
16. Interpret, execute and document complex test scripts using agreed methods and standards.
17. Record and analyse actions and results, and maintain a defect register.
18. Reviews test results and modify tests if necessary.
19. Provide reports on progress, anomalies, risks and issues.
20. Produce reports on system quality and metrics on test cases.
21. Advise on what to evaluate and type of evaluation.
22. Plans and performs all types of evaluation. Interprets and presents the results of evaluations.
23. Ensure that the results of evaluations are understood by system developers and system integrators
24. Provide out of hours service as required and agreed with ICT Management

General Duties and Responsibilities:

1. Maintain, demonstrate and promote a culture of customer service
2. Communicate effectively, formally and informally, with colleagues, subordinates and users.
3. Be accountable for actions and decisions taken
4. Have responsibility for an area of work, including technical, financial and quality aspects.
5. Influence organisation, users, suppliers and peers on area of own specialism.
6. Develop business relationships with users.
7. Understand the relationship between own specialism and wider Council objectives.
8. Perform a challenging range and variety of complex technical or professional work activities.
9. Advise on available standards, methods, tools and applications relevant to own specialism
10. Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
11. Demonstrate leadership.
12. Take initiative to keep skills up to date.
13. Mentor more junior colleagues.
14. Maintain an awareness of developments in the industry.
15. Advise on scope and options for continuous operational improvement.
16. Demonstrate creativity and innovation in applying solutions
17. Commitment to acquiring and sharing business and technical skills and knowledge

18. Demonstrate professional attitudes (e.g. customer focus, value for money)
 19. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Responsible for:

Self

Responsible to:

Engagement Lead

Date Reviewed:

November 2010

Updated:

January 2021



Coventry City Council

Person Specification

Job Title:	Project Implementation & Test Officer	Job Number:	P1501D
Service:	ICT Strategy, Systems & Development	Grade:	6
Location:	Friargate		

Area	Description	Criteria will be measured by:
Knowledge:	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 ICT services	Interview
	Thorough understanding of planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed standards	Application Form
	Good working knowledge of ICT project implementation methods and techniques	Application Form
Skills and Abilities:	Very good communication skills by written, oral and electronic means appropriate to the relevant audiences	Application Form & Interview
	Very good analytical, influencing and negotiating skills, ability to motivate others to consider and adopt alternative solutions	Interview
	Able to build and maintain critical working relationships	Application Form
	Able to demonstrate creativity and innovation in the management and delivery of testing services for the benefit of the organisation	Interview
	Able to demonstrate very good customer awareness and customer care in the delivery of services	Application Form
	Able to write and review technical documentation	Application Form
	Able to effectively prioritise own workload	Interview
	Able to advise on the available standards, methods, tools and applications relevant to systems and software testing	Application Form
	Able to assess and advise on the scope of options for testing process improvements	Interview
	Support and champion the culture and practices of active knowledge management and sharing	Application Form
	Demonstrate a good level of business acumen (e.g. value for money, risk, reputation etc.)	Application Form

Experience:	Evidence of managing and maintaining an ongoing lifecycle process of development, using and maintaining testware (test cases, test scripts, test reports, test plans, etc)	Application Form
	Proven experience of the application of hardware, software, and application systems testing processes, methods, tools and techniques	Application Form
	Evidence of realising the benefits of a systematic approach to systems and software testing	Application Form

Educational:	Further educational qualification(s) or demonstrable equivalent experience	Application Form
	Evidence of commitment to continued personal development	Application Form

Special Requirements:		

Date Reviewed: November 2010

Updated: January 2021