



Job Description and Person Specification

Digital Change & QA Officer

Job Details	
Grade	G6
Service	Digital Services
Location	Friargate
Job Evaluation Code	P1501D

Coventry City Council 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:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
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.
Support the management of larger end-to-end ICT projects, lead on smaller end-to-end projects, delivering service improvement.

Main Duties & Key Accountabilities

Supporting Project Managers or other lead officers to ensure that project planning, system development and implementation activities are coordinated.

Managing project planning across allocated smaller projects, ensuring that outcomes are timely and effective.

Working with team members to ensure delivery of the project, undertaking the wide and varied tasks required.

Defining, coordinating, planning and managing the implementation of hardware, software, and application systems and acceptance tests within a Digital Services project or programme.

Creating test cases from analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability).

Taking responsibility for the integrity of testing and acceptance activities and coordinating the execution of these activities.

Providing reports on progress, anomalies, risks, issues and metrics on test cases.

Providing authoritative advice and guidance on any aspect of test planning and execution.

Assessing suppliers' development and testing capabilities where appropriate.

Selecting testing standards for all project phases, influencing all parties to conform to those standards.

Managing the user relationship concerning all testing matters.

Key Relationships

External:

System suppliers

Internal:

Digital Services
Procurement
Service Areas
Legal
Finance

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

This post has no direct reports.

Person Specification
Requirements

Knowledge	Have good working knowledge of ICT project implementation methods and techniques.
Knowledge	Hold a thorough knowledge and understanding of how hardware, software, and application systems testing is carried out in a large, diverse organisation.
Knowledge	Possess a thorough knowledge of software testing planning, management, execution and reporting.
Skills and Ability	Have strong communication skills by written, oral and electronic means appropriate to the relevant audiences
Skills And Ability	Possess strong analytical, influencing and negotiating skills, and the ability to motivate others to consider and adopt alternative solutions
Skills And Ability	Be able to build and maintain critical working relationships
Skills And Ability	Be able to demonstrate very good customer awareness and customer care in the delivery of services
Skills and Ability	Be able to effectively prioritise own workload

Experience	Significant experience in working with and contributing to team standards for the software testing lifecycle including test cases, test scripts, test reports, test plans.
Experience	Significant experience in the planning, design, management, execution and reporting of tests, using the use of appropriate testing tools, techniques and documentation.
Experience	A high level of experience in managing and co-ordinating small digital projects and pieces of work from start to finish
Qualification	Have a good standard of general education
Special Requirements	None

Declaration			
Reviewed/Created By:	Julia McGinley		
Job Title:	Digital Delivery Manager	Date:	August 2023