



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

IT Operational Leader (Testing), IT



**Salary: Grade 7 (£33,199 – £39,609 p.a.)**

**Reference: CSUIT1272**

**Fixed Term for 2 years due to funding**

**We will consider job share and flexible working arrangements**

# IT Operational Leader (Testing)

## IT

**Are you an experienced Test Analyst or Test Lead with the energy and motivation to lead a Testing team at the University? Do you have a customer focussed ethos and the drive to see that embedded across the team? Are you committed to enabling your team to add value to the IT Service and strategic programmes of work?**

Primarily responsible for operational leadership of the Testing Team within IT. Working with colleagues across IT, you will have responsibility for day to day leadership of colleagues through effective support, mentoring, coaching and management of workloads. You will act as a point of escalation. As well as being experienced in Testing you will be able to guide, support and challenge colleagues in your team to ensure optimal resource allocation and prioritisation. You will have excellent communication and interpersonal skills, along with the ability to lead and manage others in line with the University's Leadership Excellence Behaviours framework.

You will have experience of leading the testing of web applications, interfaces and Windows Applications. This includes the planning; script creation; execution and reporting; using appropriate test tools and techniques and conforming to agreed process standards and regulations. You will be experienced in leading the provision of testing services in complex environments. You will also contribute your expertise and skills in specialist areas, for example performance or automation testing, to proactively support the delivery of high quality fit for purpose testing services to a wide range of projects and development deliverables.

## What does the role entail?

As an IT Operational Leader, your main duties will include:

- Leadership and management of all aspects of your team, escalating issues and risks by exception to your manager;
- Leading the production of test reports and scripts, planning the most appropriate form of testing, using relevant test tools and approaches to ensure robust testing of systems and applications;
- Developing of automated testing capability, and ensuring the testing capability is fit for purpose and appropriately skilled;





- Proactively providing expert advice and guidance across all aspects of the testing lifecycle to both the test team and a wide range of colleagues across the University;
- Being a positive role model for best practice test and quality activities across IT and the wider organisation;
- Responsibility for effectively planning and allocating resources to ensure, efficient deployment of team resources, planning and prioritising work in line with the aims, objectives and priorities of the wider IT Service;
- Ensuring high standards of customer service are established and a customer focussed ethos is embedded across the team, acting as first point of contact for customer compliments and complaints;
- Working as part of the Functional Leadership Team to define and implement KPIs and SLAs, as well as proactively monitoring and maintaining against these agreed service levels;
- Collating and analysing management information in order to inform performance improvement and effectiveness of individuals, the team and service;
- Responsibility for team and individual performance improvement and associated support activities including oversight of team development needs, individual mentoring and coaching to accompany;
- Responsibility for ensuring team are aware of and comply with all relevant IT and University policies and procedures, utilising industry best practice wherever possible to inform and maintain a high level of professional standards;
- Researching, collaborating and networking to maintain awareness and knowledge of industry and sector wide developments, to support activities that will future proof IT.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As an IT Operational Leader, you will have:

- Excellent organisational skills, including the ability to effectively lead and manage individuals, resources and services to agreed standards;



- Expertise in Testing gained through substantial experience of working in IT Testing;
- A problem solving, pragmatic approach to understanding issues and concerns;
- A strong customer focus, with ability to maintain professional approach in all aspects of communication;
- Excellent communication and interpersonal skills, including the ability to influence decision makers and present a wide range of information to a varied audience through a variety of approaches;
- Able to analyse information, including financial information, making decisions and recommendations to influence customers and colleagues;
- Advanced knowledge of testing techniques used to plan and execute software tests of all application components (functional and non-functional) to verify that the solution satisfies specified requirements and to detect defects;
- Experience of overseeing or undertaking integration testing;
- Ability to provide testing advice and guidance;
- Experience of working on software development projects and be able to demonstrate an advanced understanding of the Software Development Life Cycle;
- A thorough understanding of the defect lifecycle;
- An ability to work with a high level of attention to detail.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Catharine Morgan, Application Development & Interim Test Manager**

Tel: +44 (0)113 343 7527

Email: [c.m.morgan@leeds.ac.uk](mailto:c.m.morgan@leeds.ac.uk)



## Additional information

Find out more about the [IT Service](#).

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

