



# Business Test Practice Manager

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| <b>Department:</b>  | Enterprise Services   |
| <b>Report to:</b>   | Business Test Team Manager with dotted line into Business Change Senior Manager |
| <b>Job Family:</b>  | Group Services  |
| <b>Career Family / Job Capsule:</b>   | Professional - Expert Level   |
| <b>Key dimensions:</b>  | N/A   |
| <p>Purpose of the role:</p> <p>This is a Practice Management position that also delivers a Business Test Lead capability.</p> <p>The Business Test Practice Manager is responsible for managing the development and execution of the discipline's methodology, best practice and governance. Providing and facilitating subject matter and technical expertise, mentoring and consultancy services, as required.</p> <p>Analyses and researches industry best practice, seeking continuous improvements that both support and add value within the business change function, evidencing the OneFamily values in the course of their day-to-day activities.</p> <p>To deliver a Business Test Lead role delivering assigned projects within agreed parameters (cost, time, scope/quality).</p> |   |



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| <p>Key accountabilities:</p> <p>For how the Business Test Practice function operates and what it delivers:</p> <ul style="list-style-type: none"> <li>• Development of discipline by way of quality controls, coaching and guidance, ensuring that the business test artefacts support best practice and are aligned to the OneFamily Change Methodology.</li> <li>• Perform analysis &amp; research of industry best practice, seeking to enhance the strategic development of the Business Test function.</li> <li>• Liaising with Enterprise Services Practice Managers to drive and implement methodology enhancements, as required.</li> </ul> <p>For Business Test Lead delivery where role holder is managing the test activity for a specific programme or project:</p> <ul style="list-style-type: none"> <li>• Test strategy, estimating, UAT test management, defect management, risk escalation, reporting</li> <li>• Day-to-day prioritisation &amp; management of activities across the Business UAT Test team, working with direct or matrixed reports across the organisation</li> <li>• Stakeholder management</li> </ul> | <p>Skills / Experience / Knowledge:</p> <p>The role holder will be required to:</p> <ul style="list-style-type: none"> <li>• Co-ordinate efforts and resources to drive team and individual objectives, collaborating across Enterprise Services and the business as required.</li> <li>• Think beyond area boundaries and seek greater personal accountability</li> <li>• Exchange complicated information, which could include sensitive information or information that is difficult to communicate because of its content or audience</li> <li>• Meet performance measures tied to the results of Business Testing and Business Change</li> <li>• Set an example to the team for performance and behaviour demonstrating an ability to guide, influence and convince others, to possess Test credibility and expertise.</li> </ul> <p>Person profile:</p> <ul style="list-style-type: none"> <li>• Competent technical expert, knowledgeable in team function/discipline, capable of drawing on experience/knowledge as well as seeking to develop and improve.</li> <li>• Sets an example to the team for performance and behaviours, is reliable, proactive &amp; delivery/results focussed. Is a motivator and excellent communicator who is comfortable with strategic thinking as well as the detail.</li> </ul> |
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| Values       | <p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> <li>• Better together</li> <li>• Being your best</li> <li>• Being innovative</li> <li>• Champion the customer's needs</li> <li>• Doing what's right</li> </ul> <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p> |
| Adaptability | <p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>  |



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| Performance Management | All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.   |
| Health and Safety      | Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.   |
| Equality and Diversity | The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action. |
| Confidentiality        | The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)   |



## Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role
- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Policies, as appropriate to the role
- To delivery all apportioned and assigned accountabilities and responsibilities

## Individual Conduct Rules

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| Rule 1 | You must act with integrity  |
| Rule 2 | You must act with due skill, care and diligence.                             |
| Rule 3 | You must be open and cooperative with the FCA, the PRA and other regulators. |
| Rule 4 | You must pay due regard to the interests of customers and treat them fairly. |
| Rule 5 | You must observe proper standards of market conduct.                         |

## Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date: