**Job description**

Test and Release Manager

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| **Job title** | Test and Release Manager |
| **Reports to** | EPR Senior Configuration Manager |
| **Department/ directorate** | EPR Programme |
| **Band** | Band 8a |
| **AfC reference** |  |

**Job overview**

The Test Manager will be responsible for leading and managing the testing programme, which is key to the successful delivery of the Epic EPR. They will put in place a testing strategy to achieve this including developing testing tools, appropriate change control, development of testing timelines, monitoring and managing testing defects and issues. They will ensure that there are effective and safe controls during all testing phases to guarantee a successful cutover at ‘go-live’ and subsequently as part of on-going maintenance testing.

You will work closely with colleagues from across Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth as part of the One Devon Implementation Team ensuring Epic is implemented to deliver care in both a clinically and financially sustainable way throughout Devon.

**Main duties of the job**

* Design, deliver and manage a Testing Strategy for the Programme aligned to Epic’s methodology across technical infrastructure, application and data conversion
* Direct and manage application and integrated testing efforts and associated staff
* Develop the Testing Programme timeline, involving all relevant Programme leads and Epic staff, to provide the assurance to the Programme Board that all aspects of the EPR have been successfully and safely tested
* Work with the Delivery and Implementation Leads to set up User Acceptance Testing for all modules and subsequent releases
* Ensure that all resources required for testing are available including people, locations, test environments, test scripts, automation and monitoring tools
* Work with all members of the Programme to ensure compliance with robust test plans
* Coordinate with the Data Conversion and Integration Design team to ensure that there is a robust and detailed interface functional testing
* Coordinate development of test scenarios and scripts with the respective application teams
* Establish and maintain a testing tracker
* Establish and maintain an Issue Management System
* Custodian of the Test Library: test scripts, test plans, test outcomes, test tracker
* Working with the supplier to ensure that test scenarios and scripts are comprehensive, useful and tracked
* Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and or wider Trust audiences
* Act as an ambassador for the EPR Programme at all times.

**About your new team and department**

As part of the Implementation team you will be expected to work with colleagues from across the Programme Team and the wider One Devon organisations to ensure a truly collaborative and aligned implementation.

**Detailed job description and responsibilities**

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| **Communication and working relationships** |
| * Communicate with Epic on a regular basis to agree test plans and methodologies * Develop a communication strategy to determine how and when status updates on test progress will be shared:   + Relay testing plans to project teams via integrated team meetings   + Define communication methods between project teams and testing coordinators (weekly meetings, e-mail updates, etc.).   + Provide testing updates and escalate issue resolution to the Programme leadership. * Prepare the EPR Programme for testing by communicating the Testing Strategy in the early phases of the implementation * Liaise between implementation teams, suppliers, and programme leadership (via reports and recurring meetings) to escalate issues and delays * Demonstrate/present highly complex testing analytics in an easy to understand format to individuals and/large groups of Programme and/Trust staff, including at senior and Director level |

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| **Analytical and judgement** |
| * Ability to analyse/interpret a range of highly complex data in order to define, control and manage outcomes * Interpretation of highly complex data models and workflows in order to understand the best approaches to testing * Make judgements about testing methodologies, selecting the optimum tools available * Make judgements from a range of options on how to design and implement test plans and monitor their progress * Select appropriate testing tools for the programme and create a secure and robust test library for these tool sets * Develop and adhere to stringent time schedules in order to meet Programme deadlines and to sequence activities logically * Analyse and implement test quality improvement initiatives in accordance with the program wide test strategy |

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| **Planning and organisation** |
| * Manage and own the overall test programme/strategy which will cross all application areas, data conversion and infrastructure readiness and resilience * Integrate testing timelines and milestones into the overall project and programme plans and adjust as necessary due to project requirements * Assign owners of testing areas and scripts * Ensure that all resources required to complete testing are booked and available * Produce detailed testing schedules * Define the methodology to test, fix, and re-test throughout testing rounds * Develop a contingency plan for escalating major testing delays and issues * Define and document owners of testing areas and scripts * Supervise the creation of schedules that outline when application teams run scripts * Manage interdependencies for effective test resource management across the program, adhering to appropriate schedule change control systems * Develop and publish a Testing Strategy which will encompass the process to document, categorise, prioritise, assign ownership, track outcomes and feed back into the testing cycle |

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| **Physical skills** |
| * Advanced key board skills are required, with the additional ability to operate and interact with a number of complex systems at the same time |

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| **Patient and client care** |
| * Patient contact is incidental |

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| **Policy and service development** |
| * Work with the supplier to define an Issue Tracking Process and select an Issue Tracking System * Responsible for assisting in the development of procedures and practices which will impact across the whole organisation including:   + Establishing Standard Operating Procedures for Testing * Interprets policies for day to day operational processes |

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| **Finance, equipment and other resources** |
| * Specification and procurement of testing resources as required within budget limits * Prepare and submit Business Cases for new developments that may arise from the Testing strategy * Authorised signatory for staff expenses: travel and overtime |

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| **People management and training** |
| * The post holder will be required to direct other members of the Programme team to participate in testing and quality assurance. This will involve managing and directing more senior staff during the testing phases * Manage staff within the Testing Team. Manage annual/sick leave and taking appropriate action where required * Ensure all managed staff receive corporate, mandatory and the appropriate training for the job, including departmental induction and refresher training * Be responsible for the recruitment and selection of managed staff in accordance with the Trust’s and departmental personnel policies * Ensure and undertake annual performance, planning and reviews for all managed staff * Evaluate and plan utilisation of staff to provide an agile and responsive testing resource * Prepare configuration teams for testing by communicating testing timelines and the testing approach * Solicit testing updates from configuration teams for updated workflows and new features |

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| **Information technology and administrative duties** |
| * Document in full the testing strategy, preparation steps and processes that the organisation will use for future testing during upgrades * Ensure all test results and system defects are documented in the appropriate issues repository, to agreed standards, for future reference and tracking outstanding items * Select and implement an issue tracking system * Create KPIs to monitor the progress of testing * Provide regular assurance reports on testing to the Programme |

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| **Research and development** |
| * Although the Test manager is not required to obtain certification in an Epic application, it is recommended that, at the very least, the post holder attends an Epic Overview of Implementation course * Ensure that there is a detailed log of all testing activities (across technical delivery, application delivery, data conversion and interfaces delivery) to support audit * Direct and manage application and integrated testing efforts and associated staff |

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| **Freedom to act** |
| * The post holder will work in a highly complex and unstructured multi-disciplinary environment, and be able to act with minimum guidelines and set standards for others |

**Person specification**

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| **Attributes** | **Essential** | **Desirable** | **How tested\*** |
| **Qualifications and training** | * Degree in a relevant subject or extensive equivalent experience * Professional qualification at master’s level or equivalent experience to (gained at senior IMT/managerial level) | * Prince 2 Foundation * Certification in Testing | A / I |
| **Knowledge and experience** | * Ability to identify and sequence activities logically * Proven knowledge of testing methodologies * Innovative, able to problem solve and make decisions * Ability to influence and negotiate across a range of professionals/organisations * Well-developed motivational skills to encourage collaborative working to a prescribed programme where there may be resistance to change. * Highly effective interpersonal, communication and people skills * Strong organisational skills * Excellent People Management skills including ability to influence & engage non reporting lines. * Advanced IT skills across all MS Office Applications including MS Project * Expert presenter using technology and effective communication techniques to present to staff across the organisation * Ability to plan, organise and present workshops to Trust staff * A good understanding of Risk Management methodologies * Excellent knowledge of quality management systems * Significant experience of managing a large testing programme of complex software which includes the delivery of test environments, and product evaluation environments. * Management of others in a high performing team environment * Experience of working at a senior manager level * Significant experience of managing and leading a team * Proven experience of delivering outcomes to prescribed timelines | * Working knowledge of digital strategies and complex business system solutions within the NHS * Proven experience of participating in the delivery of complex NHS digital programmes that have had a strategic business impact * Experience of testing EPR and Infrastructure solutions in healthcare * Experience of working in an NHS Hospital environment | A / I |
| **Specific skills** | * Able to prioritise tasks, work on own initiative and manage own workload * Excellent communication skills both written and verbal. * Proven experience in the ability to interact with colleagues at all levels both clinical and non-clinical within healthcare * Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change * Demonstrate the ability to plan and organise effectively * Excellent interpersonal skills and professional presentation * Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information. * Self-motivated and able to take responsibility for decisions * Has good insight and the ability to respond well to constructive criticism * Team player * Logical and pragmatic approach to problem solving * Proven ability to work under significant pressure with competing priorities * Personal credibility, with ability to quickly gain the confidence of others. * Honesty, openness and integrity |  | A / I |
| \*Assessment will take with reference to the following information  A = Application form I= Interview T= Test C=Certificate | | | |

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| **Physical effort** | * Frequent requirement for sitting in a restricted position for a substantial proportion of the working time * There will be a frequent requirement for light physical effort for several short periods during a shift whilst carrying IT equipment to and from meetings |
| **Mental effort** | * The post will require prolonged concentration for long periods of time while designing, planning test plans and reviewing outcomes * The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems * During test phases the post holder will have to be extremely agile in their thinking and planning. |
| **Emotional effort** | * The post will require the ability to manage complex HR issues in a sensitive and confidential manner * Handle change management issues professionally and sometimes in hostile or antagonistic situations where there is resistance to change |
| **Working conditions** | * Occasional requirement to travel to other sites as required * There may be a requirement to work occasional evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase |