



Job Title:	Senior Manager, Quality Assurance	Reports to:	Head, Digital Engineering
Division:	Digital Business	Department:	Technology - Engineering
Grade:	Band 6	Date:	May 2024
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
<p>The Senior Manager Quality Assurance, is responsible for the implementation of policies and procedures to ensure adherence to production quality standards, monitor and audit processes, material and product testing against established standards and conducting continuous analysis of defects and deviations. The role holder will optimise processes to comply with existing and new requirements.</p> <p>The Senior Manager Quality Assurance is also responsible for leading the testing, evaluating and approving of quality, functional and non-functional, requirements for new and existing software.</p> <p>The role holder will be responsible for developing and executing exploratory and automated tests to ensure product quality. The position requires proven working experience in Testing Development and hand-on Software Development Lifecycle, Software Testing Lifecycle experience and team leadership.</p> <p>This is a role that requires excellent interpersonal skills, the ability to work as part of an agile team, to manage competing priorities and ensure that quality is driven into the heart of the development process from requirements definition through to delivery.</p>

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting (to add up to 100%)	Output
Software QA Processes	40%	The design/analysis, development, delivery and ongoing improvement of all Systems QA processes
Software Testing	20%	Apply knowledge and experience, showing deep understanding of Software Testing Standards to assist business and product teams develop products that solve business needs
Governance	10%	Adherence to internal policies and procedures for the development and management of CBA application development process along ITIL and other best practice standards.

		Support, maintain and audit existing service lifecycle artefacts, to agreed SLAs.
Stakeholder Management	10%	Effective management of relationships and protocols with other technical platform owners and internal business owners
Continuous Improvement	10%	Advise internal customers on technology improvements that will ensure realization and maximization of business objectives
Team leadership	10%	Provides effective leadership to the Applications Development Team by giving continuous support and guidance which translates into a conducive working environment and employee satisfaction. This includes identifying and facilitating the achievement of personal development initiatives that will grow the team's knowledge and skills.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Manager Quality Assurance, Quality Assurance Analysts
Indirect Reports	Consultants from Technology Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> • All the Digital Business Heads of Departments • Various line managers from the different Digital Business teams • Other IT Heads and Managers 	External <ul style="list-style-type: none"> • Vendors / Partners • Private Companies / Bank Customers • Public Organizations • Regulators

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
Strategic – Technical Architecture, Design, Development, Governance, Security, Optimization etc Operational – Change Management etc Managerial – Assignment of tasks, training etc

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
Short-Term Planning – 3 - 6 months Long-Term Planning – 6 – 12 months

Ideal Job Specifications

- A Bachelor's degree in Computer Science, Information Technology or related field. A Master's degree in Technology or Business-related course is an added advantage
- Minimum 5 years' experience in IT systems development within a large highly digitized organization designing, implementing and managing mission critical systems, with at least 2 of those years within software testing
- Experience in writing, executing and monitoring automated test suites using a variety of technologies such as Cucumber, Concoction, Selenium, Appium, Robotium, SoapUI, Jmeter
- Certification and experience implementing best practice frameworks e.g. ITIL, PRINCE2
- Hands on experience in software development with major languages Java, Kotlin, C++, C# and practical experience using relation RDBMS e.g. Oracle and MS SQL etc.
- Strong understanding of SOA lifecycle, Integration patterns and standard methodologies.
- Knowledge of Linux/Unix commands and SQL will be required.
- Deep understanding of industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- Excellent analytical and problem-solving skills
- A good knowledge of the systems and processes within Financial Services industry
- Issue/bug tracking tools e.g. JIRA
- Use of continuous integration tools e.g. Gitlab CI/Jenkins
- Testing Automation

Technical Competencies

Key Responsibilities

- Support the delivery and software development teams in understanding, defining and adhering to established processes.
- Ensuring compliance with process and work instructions by performing quality audits and reviews.
- Provide technical guidance for integrations and applications teams in the software development life cycle to ensure quality is embedded throughout the process.
- Track and report on quality KPIs.
- Contributing toward predictable delivery of quality releases
- Tracking and reporting of project progress from a quality point of view.
- Formulation and implementation of software testing strategies.
- Perform Code reviews
- Work with business and product development to develop functional and technical requirements and propose solutions to address these requirements.
- Make efficient use of source control and bug tracking systems

- Identify, analyse and report test results

- Ensure that all the assigned bank information technology platforms keep pace with technological innovations and developments as a way of protecting investment in technology.
- Evaluate, plan, and breakdown QA tasks and work packages in Software development Projects within agreed time constraints.
- Provide input into the development and maintenance of Business Continuity Plan and Data Security Plan for the Bank's Software Platforms in order to guarantee continuation of services at all times.
- Knowledge Transfer on test automation frameworks to the application development and integration teams.
- Performs research and development to evaluate emerging technologies and their potential to optimize testing processes.

- Test code for robustness, including edge cases, usability and general reliability

Behavioural Competencies

Excellent Interpersonal Skills

- The candidate relates easily and naturally with executives, business managers, technical teams and customers. Has excellent listening skills and understands the desires and challenges of all our leaders and customers.

Commercial Acumen

- The ideal candidate has broad knowledge of business, and has an interest in market trends.
- With this knowledge, the candidate has researched and possessed an intricate knowledge of our business: it's vision, mission, strategy, values and how it operates. They easily see how our business model compares with *trending local & world-wide* consumer demands.

Excellent Leadership & Communication Skills

- The ideal candidate can clearly communicate and share the test automation matters with executives, business leaders, and stakeholders across the organization - in a manner that leaves them all touched, moved and inspired.
- Ability to rally the organizations technology team around the architecture framework.

Innovative & Adaptable

- The ideal candidate is passionate about innovation.
- Loves technology and possess both a deep and broad understanding of the technology market and cutting-edge technology trends.
- Continuously listening to our stakeholder's feedback, and coming up with new architectures and enhancing existing ones to leverage these *cutting-edge technologies*.

Self-Driven & Results Oriented

- Self-motivated and self-managing.
- Their work has had a material impact in attracting new customers, delighting existing customers, increasing our market share and enhancing our organizations efficiency and profits.
- Delivery model is organized around delighting our customers, increasing our profitability, and increasing the businesses efficiency.

Others

- Knowledge and experience in modern practices for Software testing in medium to large banks to provide guidance on quality improvements and strategic changes

Behavioural Competencies	
	<ul style="list-style-type: none">• Technical skills to effectively perform or guide performance of Application design and operations activities/tasks in a manner that consistently produce high quality of service.• Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.• Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.