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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Information and Digital Services/Corrective Services  |
| **Location** | TBA |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBA |
| **ANZSCO Code** | 263212 |
| **PCAT Code** | 1126468 |
| **Date of Approval** | 22 November 2023 | **Ref: IDS108** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Senior Test Analyst is responsible for the end to end testing of systems under development and ongoing maintenance of the quality assurance processes to reduce development defects and maintain quality standards.

# Key accountabilities

* Analyse detailed business requirements specifications (BRS) to develop testing strategies that reduce the risk of system outages and identify system defects
* Manage the administration of testing scripts (including unit, integration, capacity, system, user acceptance and release) to maintain compatibility with existing applications, hardware and devices
* Prepare and submit detailed test reports to describe testing outcomes and assist developers in the removal of defects
* Maintain the ICT quality management policies and processes that drive improvements in performance and customer satisfaction
* Test ICT processes for compliance against documented standards and provide input to improvement programs that enhance the quality of services to the business

# Key challenges

* Maintain support for quality assurance activities that align to intangible benefits
* Deliver effective testing outcomes against the pressures of time, cost and quality

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, advise and receive instructions
 |
| Work team | * Inspire and motivate team, provide direction and manage performance
* Guide, support, coach and mentor team members
* Review the work and proposals of team members in the role’s areas of
* specialisation and accountability
* Encourage team to work collaboratively to contribute to achieving the
* team’s business outcome
* Contribute to program/project quality reviews
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| Clients/customers | * Manage expectations, resolve and provide solutions to issues
* Negotiate schedules for re-testing
* Receive business requirements specifications and provide detailed
* testing scripts and reports
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# Role dimensions

## Decision making

## Develop test plans for the tasks, dependencies and participants required to mitigate the risks to system quality and process

## Document, implement, monitor, and enforce all processes for testing of systems within the Department

## Deploying and managing the appropriate testing framework to meet the holistic program testing requirements

## Reporting line

See divisional structure and supplementary material.

## Direct reports

See divisional structure and supplementary material.

## Budget/Expenditure

## Nil

# Key knowledge and experience

* Extensive experience in a Program Test Management environment delivering Testing Services for large enterprise level projects
* Experience working with design, implementation and support of customer self-service transaction offerings and a strong knowledge of QA methodologies

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | Adept |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Design and develop systems to establish and measure accountabilities
* Ensure accountabilities are exercised in line with government and business goals
* Exercise due diligence to ensure work health and safety risks are addressed
* Oversee quality assurance practices
* Model the highest standards of financial probity, demonstrating respect for public monies and other resources
* Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks
* Incorporate sound risk management principles and strategies into business planning
 | Advanced |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes
* Monitor compliance with the organisation’s records, information and knowledge management requirements
 | Adept |

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

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| **Focus Occupation Specific Capabilities**  |
| SFIA logo | **Capability name**Capability description | **Capability Set** | **Level** |
| **Development & Implementation, Systems Development, Testing**The planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified (including security requirements) , and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested. | * Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme.
* Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities.
* Provides authoritative advice and guidance on any aspect of test planning and execution.
* Defines and communicates the test strategy for the project. Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability.
* Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.
 | **Level 5 - TEST** |
| **Skills and Quality, Quality & Conformance,****Quality Management**Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security. | * Advises on the application of appropriate quality management techniques and standards.
* Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels.
* Determines areas where existing processes should change from analysing audit findings.
* Takes responsibility for controlling updating and distributing organisational standards.
* Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.
 | **Level 5 - QUMG**  |



NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](https://www.sfia-online.org/en)Foundation website by registering as a corporate user via their NSW Government email address.

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Advanced |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |

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| **Complementary Occupation Specific Capabilities** |

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| SFIA logo | **Capability name** | **Description** | **Level** |
| Skills and Quality, Quality & Conformance, Quality Assurance | The process of ensuring, through independent assessment and review, that appropriate working practices, quality control activities, organisational processes and quality standards are in place and adhered to and that best practices are promoted throughout the organisation. Quality assurance provides confidence to internal management and external bodies, such as customers or regulators, that quality requirements will be fulfilled. Quality assurance may relate to any area where quality standards are applied, including products, data, services and business processes. | Level 5 - QUAS |
| Change and Transformation, Business Change Management, Business Process Testing | The planning, design, management, execution and reporting of business process tests and usability evaluations. The application of evaluation skills to the assessment of the ergonomics, usability and fitness for purpose of defined processes. This includes the synthesis of test tasks to be performed (from statement of user needs and user interface specification), the design of an evaluation programme, the selection of user samples, the analysis of performance, and inputting results to the development team. | Level 5 - BPTS |