

Position Description

Position Title: Quality Assurance Lead

Effective date: Aug 2022

Department: Technology and Innovation (T&I)

Reports To (Position): Senior Delivery Manager

Function(s) / roles directly reporting to this position: Automation Test Lead, Senior Automation Developer, Automation Developer

Name of incumbent (if applicable):

ORGANISATIONAL OVERVIEW

Greyhound Racing Victoria (GRV) is the statutory authority responsible for regulating, conducting and promoting greyhound racing in Victoria, a sport that annually generates around \$400 million in economic activity and over \$2 billion in wagering and directly involves over 15,000 people.

Our vision is “Victorian Greyhound Racing is a vibrant, entertaining and thriving sport with animal welfare at its heart”. The integrity of the sport and the welfare of greyhounds are both significant components of the strategic objectives of Greyhound racing Victoria (GRV).

PRIMARY PURPOSE OF ROLE

The Quality Assurance Lead will manage a team of Quality Assurance and Automation Developers to contribute to the effective rendition of business requirements into high quality solutions for the organisation’s web and internal business systems. They will contribute to the consulting, analysis and test automation development services throughout development ensuring a robust solution is delivered for both customer acceptance testing and production. The role has the following key areas of focus:

Assigning tasks across all major GRV application releases and projects as well as supplying input into business initiatives during business case creation. Establish strong stakeholder relationships within technology and the business.

Mentor team members to improve the team’s capabilities and establish high level practices and processes to deliver exceptional quality products for the business, participants and customers.

Provide direction and decision making on Automation framework build, including providing recommendations for QA tools for automation, load and performance testing.

Test Planning and Execution – Ability to effectively translate the business requirements into test cases, execute test scripts, provide test estimates and use defect management tools.

Automation Planning and development – Assisting to define and drive advanced automated testing approaches and tools into the overarching development processes to further support and enhance the current Quality Assurance processes. The candidate will also aid in the development of automated scripts using best practice test automation tools and frameworks to establish and grow GRV’s test automation capability and apply knowledge of continuous integration and delivery principles wherever applicable.

As the Automated Test Developer, you will be expected to have well developed technical skills and knowledge. You will be expected to work autonomously and demonstrate initiative. They will be expected to mentor junior and mid-level QA team members

FREEDOM TO ACT / DECISION MAKING

Autonomy to assist the Delivery Manager and the Automation Lead and the team to decide on appropriate testing for GRV software and technology, in collaboration with the IT Delivery Managers and other IT team members.

KEY WORKING RELATIONSHIPS

EXTERNAL	INTERNAL
Race club managers and staff	GM, Business Information & Technology
	Development teams including Production Support
	Business services team

	Senior managers and other stakeholders
	Project Managers and Business Analysts
	Automation Test Lead
	Automated Test Developers

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
Team Management	<ul style="list-style-type: none"> ▪ Build a high performing QA professionals with a focus on best practices and processes leading to high level outcomes for all stakeholders ▪ Mentor team members to ensure best practice capability ▪ Allocate work across multiple application releases, projects and business initiatives. Identify and report resource issues or conflicts. ▪ Work closely with Project Managers, Product Owners, and Delivery Manager to ensure QA resource requirements can be met. ▪ Ensure the team is skilled across multiple functions to remove single point of failure ▪ Actively encourage the team to embrace latest technologies. ▪ Create an environment where all team members can grow their capabilities and express ideas and suggest improvements ▪ Support the strengthening of GRVs Automation capability 	<ul style="list-style-type: none"> ▪ Team can delivery on all scheduled releases and projects as agreed ▪ Continuous improvement of skills, capabilities and tool set ▪ Build good relationships with stakeholders ▪ Multitask across several projects / releases ▪ Work as part of a high performing team
Automation Testing	<ul style="list-style-type: none"> ▪ Aid in defining and driving test automation strategies, frameworks, process and execution using web automation tools and frameworks in order to increase testing productivity, speed of delivery, system performance and test coverage ▪ Acquiring and applying knowledge of new developments within test automation that has a positive influence on GRV IT business systems ▪ Ensure the QA Team maintain robust documentation for test cases and results, risks, issues and defects ▪ Ensure the QA Team develops automated tests to ensure delivery of a high-quality, production-ready technology solutions ▪ Ensure the QA Team raise and track defects using defect management tools 	<ul style="list-style-type: none"> ▪ Test automation scripts and frameworks are delivered in a timely manner ▪ Documentation of GRV automated test framework
Establish Automation Test Culture	<ul style="list-style-type: none"> ▪ Involved in daily delivery pipeline ceremonies e.g., Scrum, waterfall etc. ▪ Engage with colleagues to collaboratively and individually to solve problems; support the learning and development of peers ▪ Respond to requests from senior management, Quality Assurance Lead, Automation Test Lead, project management, planners and end users ▪ Advocate the benefits of automated testing ▪ Provide guidance to other team members with regards to testing processes and quality test estimation practices/ procedures 	<ul style="list-style-type: none"> ▪ Remediation of issues identified by test framework ▪ High degree of automated test coverage
Manual Testing	<ul style="list-style-type: none"> ▪ Analysing stakeholder requirements and developing manual testing plan ▪ Arranging environment to execute test cases ▪ Completing manual testing for a range of products and in various environments ▪ Closely work with the developers, BAs and Product Owner to analyse the requirements and translate them to ensure the desired product coverage and a successful product delivery ▪ Responsible for creating test plans and test scripts when required ▪ Knowledge of test estimation process ▪ Fair knowledge of SQL ▪ Understand business requirements and translate them into acceptance criteria, test plans and test cases. ▪ Ensure all critical paths within the digital platform are covered with acceptable test cases. ▪ Facilitate test result feedback with the business, support team and developers including categorising and prioritising issues. 	<ul style="list-style-type: none"> ▪ Bugs are reported to developers in a timely manner ▪ Manual testing is well planned, designed and executed as to reduce the number of defects in deployment
Stakeholder Engagement	<ul style="list-style-type: none"> ▪ Develops and fosters effective relationships with team members, staff and essential stakeholders in a highly dynamic and collaborative environment ▪ Manage customer relationships and expectations by developing a communication process to keep others up to date on project results ▪ Identify ways to increase adoption and customer satisfaction 	<ul style="list-style-type: none"> ▪ Needs of business are efficiently identified and addressed ▪ Builds trust through consistent actions and communication

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
		<ul style="list-style-type: none"> Actively establishes and proactively manages relationships
Teamwork	<ul style="list-style-type: none"> Regularly attend and actively contribute to team meetings Actively contribute to the ongoing initiatives in the organisation as per the role Undertake any other reasonable tasks as directed by the Quality Assurance Lead/Delivery Manager 	<ul style="list-style-type: none"> Continuous improvement outcomes Internal and external customer feedback.
Compliance	<ul style="list-style-type: none"> Ensure knowledge of relevant policies, procedures, guidelines and work methods is actively maintained Complete all mandatory and scheduled training as requested. 	<ul style="list-style-type: none"> GRV policy, procedures and guidelines compliance Mandated and scheduled training up to date
Safety and Wellbeing	<p>As an employee:</p> <ul style="list-style-type: none"> Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace Understand responsibilities and accountabilities of yourself and others in accordance with OH&S legislation and GRV policies Promote an open and active safety management and wellbeing culture Maintain a safe working environment within your area of responsibility. 	<ul style="list-style-type: none"> Role model safe work practices always Actively support and promote safety and wellbeing Incidents, accidents and hazards reported as soon as possible
	<p>As a leader:</p> <ul style="list-style-type: none"> Provide coaching, feedback and training to ensure that all your team members practically understand their obligations and responsibilities with workplace wellbeing and safety Conduct regular audits of the workplace, checking for hazards and opportunities for improvement Report and/or assist your colleagues to report accidents, injuries and near misses as soon as possible 	<ul style="list-style-type: none"> Incidents, accidents and hazards reviewed to minimise future risks Work methods modified as risks identified Safety audits completed and actioned.

PERSON SPECIFICATION
Education, Qualifications / Experience
<ul style="list-style-type: none"> ▪ Tertiary qualification in IT ▪ 8 + years of professional experience in a quality assurance role ▪ Knowledge of the greyhound racing industry (desirable) ▪ Extensive knowledge in both Manual and automation testing with an exposure to Agile
Skills, Knowledge and Attributes
<p>Personal Attributes:</p> <ul style="list-style-type: none"> ▪ Integrity ▪ Transparent ▪ Collaborative ▪ Effective communicator ▪ Proven team player across organisational lines ▪ Responsible ▪ Strong attention to detail ▪ Delivery focussed ▪ Self-Motivated ▪ Ability to multi-task ▪ Lateral thinker
<p>Knowledge and Experience:</p> <ul style="list-style-type: none"> ▪ 4+ years of work experience in a similar role ▪ Expert in Manual testing processes and strategies ▪ Exposure to working on mobile application testing, cross- browser testing and API testing ▪ Working experience in commercial automation tools (Protractor, Selenium WebDriver, Appium etc) ▪ Sound working experience in use of and maintaining automated functional test frameworks ▪ Fair exposure to Agile work culture ▪ Working Experience in JIRA ▪ Good knowledge of JavaScript, TypeScript, Angular JS, CSS, HTML, Azure Devops and Jenkins ▪ Working experience with TSQL, MSSQL and Postgres
<p>Skills:</p> <ul style="list-style-type: none"> ▪ Demonstrated skills in stakeholder management ▪ Good analytical, conceptual and problem-solving skills ▪ Attention to detail with advanced organisational, time management and prioritisation skills. ▪ Excellent team player and single contributor ▪ Excellent management skill ▪ Ability to mentor more junior team members
Inclusion, Diversity & Belonging Statement
<p>Greyhound Racing Victoria (GRV) is committed to building a workplace that not only respects but embraces difference and sees diversity as an essential part of our success. GRV is an organisation that is driven by values and strives for a culture of inclusion where all people feel respected, valued, listened to, inspired and that they belong.</p>

Position description accepted by:

NAME: _____ **DATE:** _____

SIGNATURE: _____