

<b>Position Title</b>	<b>Senior Manager Quality Services</b>
<b>Position Number</b>	<b>40002003</b>
<b>Salary and Level</b>	<b>Level 7 PCSCAA 2021</b>
<b>Reports to</b>	<b>Director Digital Delivery (LEVEL 8)</b>
<b>Direct Reports</b>	<b>Senior Test and Release Coordinator (Level 5)</b>
<b>Last Updated</b>	<b>April 2022</b>

### The Organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 80 years. Its vision is to 'build a better Western Australia together.'

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Health way's vision is for a 'healthy and more active Western Australia.'

### About the Technology Services Business Unit

Technology Services is responsible for the technology services and support IT functions across all areas of the Lotterywest and Healthway businesses. The area is also responsible for the overarching compliance, change management and technology partner services for Lotterywest gaming and Lotterywest and Healthway grant management systems. In doing its work, the Technology Services team works collaboratively across the organisation to ensure technology business needs are met.

The business unit is undertaking transformation in the way it delivers services, consistent with the Board endorsed strategic direction. This is with the purpose to deliver an agile, scalable, responsive team and digital business operating model, including investment in cloud services, focused strategic vendor management and contemporary digital solutions to deliver on current and future business outcomes.

### Key Focus Areas of Position

Reporting to the Director, Digital Delivery, the Senior Manager Quality Services is responsible for defining frameworks for monitoring software engineering processes and methods to ensure quality in order to provide independent assurance that all technology product solutions meet business requirements and organisational expectations.

The role has the following key focus areas:

- **Test Leadership and Practice** – Lead the team in industry best practices and help drive process efficiency to uplift the testing maturity of Lotterywest.
- **Verification and Validation** – continuous review of deliverables and artefacts at each project phase for completeness, including clear business requirements and functional requirements reflect business requirements to reduce the risk of system defects and outages
- **Test & Release Management** – owns the release and test strategies and frameworks for all software products

### Key Responsibilities

#### Strategy

- Develops, implements and drives the testing strategy and policy for the organisation
- Drives capability uplift through the adoption of testing processes and frameworks
- Defines and develops the release management framework, policies and processes
- Aligns the testing and release management policies to the strategic direction of the organisation
- Promotes quality ownership across the organisation

#### Operational

- Lead the test practise and chapter across the organisation by encouraging quality ownership
- Review and approve requirements and specifications to ensure sufficient clarity and definition
- Ensure the Quality Services team is equipped and supported to conduct prescribed testing activities and resourced to carry out activities
- Lead the continuous improvement of the testing practice to mature the quality and testing capabilities of the organisation
- Drives release management practices across the organisation to ensure alignment with approved practice
- Implement appropriate quality and release gates for delivery
- Leads through active contribution and mentoring the management of testing across organisational projects
- Manage vendor relationships in relation to quality and testing

#### Stakeholder Management

- Lead and facilitate productive discussions with senior stakeholders to ensure the risk appetite of the organisation is managed effectively
- Champions the importance of quality across the organisation to ensure it is considered from ideation through to implementation (quality requirements, quality specifications and quality testing)
- Participate and chairs the CAB meetings to discuss Production release scope
- Managing and developing the Quality team, its people and resources, through strategies which provide a positive and productive work environment
- Encourage teams to work collaboratively to contribute to achieving the business outcomes

#### Reporting & Compliance

- Ensures reporting on testing and release management activities is carried out effectively
- Ensure test and release processes meet compliance against documented standards and provide input to improvement programs that enhance the quality of services to the business
- Assists with Audits and internal reviews as required

---

### Mandatory/Special Role Requirements

Police Clearance / after-hours work may be required

### Essential Selection Criteria

1. Demonstrated high level experience developing and managing testing for a broad range of technology solutions and in managing a diverse environment
2. Demonstrated experience managing testing governance processes to ensure that all testing adheres to required process and quality standards to meet business outcomes
3. Demonstrated ability to apply relevant traditional/agile/hybrid methods and techniques where appropriate
4. Excellent leadership skills with the ability to mentor and develop staff
5. Demonstrated high level analytical and problem-solving skills including evaluating risk in the context of a complex and changing environment
6. High level interpersonal, oral and written communication skills with the ability to work collaboratively, influence, and negotiate with internal and external stakeholders

7. Solid understanding of project management principles

**Required Qualification**

1. A qualification in a related field of study and/or a minimum of 5-years in a similar role
2. ISTQB Foundation Certificate

**Desirable Qualification**

1. ISTQB Advanced Test Manager Certificate and/or Agile Certification

**Authorised by:**

A handwritten signature in blue ink, appearing to read "Caroline Niewiarowski-Fish".

**CAROLINE NIEWIAROWSKI-FISH**  
**CHIEF INFORMATION OFFICER**

**Date:** 29/04/2022