

QA Manager

Department: Technology

Main Purpose

The QA manager is responsible for the smooth and efficient operation of our exceptional QA team. BigHand has an outstanding reputation for high quality software products. A key reason that the business has become so successful and a reason customers choose BigHand over other vendors.

You will use your deep agile QA experience to lead and manage the team. Identifying areas where we can improve and areas where we can be more efficient. You will mentor and guide the development of team members and ensure they are all developing their skills and abilities. You will value highly team collaboration and ensure your team works well together and as part of the scrum teams each belongs too. In collaboration with the QA architect you will set out the vision and objectives for the team and drive the continuous improvement mindset.

Above all you will strive for high quality to always be delivered, you will inspire your team and bring a level energy that is infectious. You will use your strong emotional intelligence to ensure that team members are happy, inspired and delivering great quality.

Background Information

BigHand is a leading software technology company with a big difference. It's not just what we do, but how we do it. We specialise in speech, task delegation, document creation and process improvement solutions that help our customers achieve more in less time.

Our vision is to be the industry's preferred, most supportive and helpful technology partner. We aim to achieve this by harnessing our genuine enthusiasm and skill for helping busy people be more effective.

Responsibilities

The core responsibilities will be as follow:

- Line management of the global QA team (currently 6 UK QA members, 1 US, 1 India)
- Define the QA process improvement roadmap.
- Define the QA team objectives.
- Own the QA policies and processes from test strategy through to regression testing.
- Ultimate responsibility for the quality of each release.
- Own the platform support process.
- Driving the continuous improvement mindset both in the QA team and wider technology department
- QA member support in Scrum ceremonies e.g. IPM meeting. Ensuring good test cases are defined for the planned user stories.
- Manage and maintain a QA backlog of work outside of the scrum team's needs.
- Ensuring all teams globally are following the same standards and processes.
- Support the QA architect with the introduction of new tools or processes to the team e.g. UI automation, E2E tests etc.....
- Identify impediments to QA team efficiency and effectiveness, determinedly remove those impediments.

Required Skills

- Exceptional emotional intelligence
- High level of line management experience and abilities
- Strong leadership abilities and track record
- A strong understanding of Internet and desktop technologies and protocols
- Excellent knowledge of both enterprise and internet testing approaches.
- Demonstrable expertise in Agile QA processes and standards
- Good knowledge of automation tools, processes and good practices.
- Thorough knowledge of release procedures and software defect tracking
- Expertise in investigating the root cause of issues
- Ability to analyse and define test processes
- Ability to work on one's own initiative as well as within a team environment
- Excellent knowledge of Scrum
- Strong written and oral communication skills

Occupational & Health and Safety

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.