

Job Description

Job title:	Testing Manager
Reports to:	Head of IT Development
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

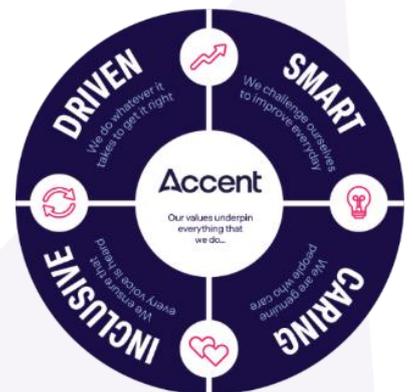
As Accent’s Testing Manager you will be responsible for all testing on Accent’s IT estate of all changes initiatives; including automated testing, unit testing, user acceptance testing (UAT), system testing (ST) and system interface testing (SIT), performance testing (PT), security testing and operational acceptance testing (OAT).

You will design, document and implement Accent’s testing methodologies and testing tools. You will lead a change in culture that places robust testing as an integral step in all changes programmes and projects.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers.



Key Responsibilities and Duties

- Support the definition and execution of test strategies and methodologies, including UAT, SIT, ST, PT and automated testing
- Deliver system and application testing by writing test plans, cases, and scripts based on business requirements, user stories, and functional/non-functional specifications.
- Conduct exploratory, scripted, and regression manual testing to validate system behaviour and uncover edge-case issues.
- Support and maintain automated test scripts that are integrated into CI/CD pipelines
- Log, track, and manage defects using Azure DevOps, collaborating with developers to ensure timely resolution.
- Work closely with developers and infrastructure teams to ensure test environments are properly configured
- Define requirements for and implement tools and environments for Information Systems testing.
- Support the change lifecycle by testing changes for operational system
- Deliver the definition of requirements for and implement the tools and environments for Information Systems testing
- Support the Change lifecycle, testing changes for operational systems.
- Collaborate with suppliers to ensure quality in externally developed applications and system
- Ensure the co-testing of software with customers and users, engaging with both parties to ensure a clear understanding of specifications, user journeys and requirements
- Engage stakeholders to confirm testing services meet business requirements and quality criteria
- Assist delivery managers in product design, ensuring alignment with business objectives and user need
- Capture, document, and validate requirements through workshops, interviews, and stakeholder engagement.
- Collect and analyse usage statistics to inform backlog refinement and continuous improvement.
- Contribute to release planning and readiness, ensuring dependencies and risks are identified and managed
- Participate in post-implementation reviews, gathering feedback and identifying improvement opportunities
- Be visible in Accent's Offices 1-2 days per week (with particular emphasis on Bradford and Peterborough)

Key Outcomes:

- All systems and applications undergo comprehensive testing (manual and automated) to meet functional and non-functional requirements.
- Defects are logged, tracked, and resolved promptly, reducing production issues and improving release quality
- Automated test scripts maintained and executed within CI/CD pipelines, accelerating delivery cycles.
- Documented policies, processes and methodologies for System Testing
- Reliable Plans for the delivery of System Testing, following repeatable testing methodologies.
- Business requirements and user stories captured, validated, and translated into clear test cases and delivery artefacts
- Effective collaboration with developers, suppliers, and business users ensures clarity on specifications and user journeys.
- Accurate usage statistics collected and analysed to inform prioritisation and continuous improvement

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Proven ability to lead and develop testing teams.
- Strong knowledge of manual and automated testing, UAT, SIT, ST, PT, OAT
- Expertise in tracking, triaging, and resolving defects
- Clear reporting and collaboration with technical and business teams.

The added extras:

- ITIL Version 4 Foundation Certificate
- Experience embedding testing in DevOps pipeline
- Advanced skills in non-functional testing areas.
- Familiarity with automation frameworks like Selenium or Playwright
- Familiarity with testing in cloud environments
- Strong understanding of agile testing approaches

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.