

Job Description: Quality Assurance and User Experience Lead

Department	ISS
Job Title	Quality Assurance and User Experience Lead
Function	Digital Solutions
Salary:	Grade 9 £46,735 - £55,755 per annum together with USS pension benefits
Hours of work:	35 hrs
Contract:	Permanent
Location:	Singleton

Introduction	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
Background information	<p>As the authority on quality, the postholder will be responsible for setting quality standards for digital solutions across a range of teams, technologies and platforms. Co-ordinating resources and skills within your team and collaborating with other teams to ensure adequate resources.</p> <p>You will be responsible for creating and managing the quality framework within which all teams will operate. Ensuring solutions meet agreed testing, accessibility and user experience standards. You will also be responsible backlog management and ensuring the team works following Agile working practices.</p> <p>You will continually evaluate your own impact to improve as a professional and drive sustainable performance.</p> <p>You will work closely with business partners, project managers and other key stakeholders to capture, understand and prioritise requirements and ensure solutions deliver value. You will also need to balance demand between business as usual change, project change and pipeline demand.</p>
Main Purpose of Post and Duties	<p>As a Quality Assurance and User Experience Lead, you will be responsible for managing the team that designs, manages and develops the quality assurance framework for solution development, testing and release. You will provide leadership and management for your team and deputise for the head of service as appropriate.</p> <p>In this role you will:</p> <ol style="list-style-type: none"> 1. Manage a team of QA and Ux engineers. 2. Build and maintain the quality assurance framework that ensures solutions are delivered using agreed standards for design, accessibility, user experience, testing and release. Continually assess the framework and look for improvement opportunities. 3. Work with colleagues to ensure solutions and changes are well designed, tested and released in accordance with the release management process. 4. Ensure your team delivers solutions using agile methodologies and frameworks. 5. Lead projects within the University's project implementation and management framework. 6. Collaborate with Business Partners, stakeholders and customers in order to create an organised backlog of priorities and delivery timescales for development work in the relevant area 7. Ensure solutions and changes are well designed, tested and released in accordance with the release management process.

	<ol style="list-style-type: none"> 8. Analyse the implications of the context of use for system development. 9. Advise on interpretation of the organisation’s branding for new digital environments. 10. Evaluate design aspects of web tenders and a proposals including wireframes and mock-ups. Ensures that the results of evaluations are understood by system developers. 11. Lead a community of practice with other UX professionals across the organisation, to ensure a consistent UX capability is developed and maintained. 12. Advise on the development of policies, standards, architecture and guidelines. 13. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required.
<p>General Duties</p>	<ul style="list-style-type: none"> • To fully engage with the University’s Performance Enabling and Welsh language policies. • To promote equality and diversity in working practices and to maintain positive working relationships. • To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. • Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. • To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy
<p>Leadership Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>In addition you will operate to a defined set of Leadership Values:</p> <p>We are Professional We develop ourselves and our teams through continued professional development and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.</p> <p>We Work Together We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.</p> <p>We Care We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.</p> <ul style="list-style-type: none"> • Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.

	<ul style="list-style-type: none"> • The ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge. • Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.
Person Specification	<p>Qualifications:</p> <ul style="list-style-type: none"> • Degree or equivalent experience in a relevant discipline. <p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • Evidence of effectively leading and managing a team, to develop solutions on time and to the required standard. • Demonstrable experience as a Principal/Lead User Experience Designer successfully delivering across a broad range of key business areas in one or more large enterprises. • Experience of working across development teams to deliver high quality solutions that meet customer expectations. • Have a deep understanding of UX principles, personas, usability and other UX disciplines such as A/B testing. • Vast array of experience of designing customer-centric digital services (e.g. use of personas, user journey mapping etc.). • Previous experience of leading the development of UX processes within an organisation, to maximise the value derived from the UX capability. • Experience of mentoring other UX designers. • Ability to demonstrate a working knowledge of agile practices, with hands on experience of leading the delivery of UX design as part of an agile project team. • Experience of designing services for users with a wide variety of accessibility needs. • Experience of planning and conducting user research and testing. • experience activities, and advising on risks resulting from poor user experience. • Excellent stakeholder/communication skills both verbally & written. <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none"> • Experience of working Azure DevOps or similar • Ability to communicate in Welsh • ITIL v3 or v4 Foundation • Evidence of continual professional development and deployment of relevant professional skills • Experience of working within an agile environment <p>Welsh Language:</p> <p>Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) <i>e.g., pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to learn/use very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.</i></p>
Additional Information	<p>Informal Enquiries</p> <p>If you have any questions about this role please email Dave Thomas, Head of Digital Solutions - d.a.thomas@swansea.ac.uk</p>

