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| **Job Title:** | Application and Solutions Tester |
| **Function:** | Finance, Technology and Commercial |
| **Reports to:** | Digital Development Team Lead |
| **Last review date:** | November 2024 |

*He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -*
*Setting the path of wellness in our communities for the early years, for generations to come.*

## Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and well-being of tamariki under five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:
- **Mauri Ora**: Healthy babies and children
- **Whānau Ora**: Healthy confident families
- **Wai Ora**: Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

## Whānau Āwhina Plunket Values

In this role, you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge and experience to understand and learn from each other and foster trust.

## Overview of the Digital and Improvements Team

The Improvement and Digital team exists to own the end-to-end improvement life cycle, including the delivery of the Digital Strategy. The team works closely with business leaders to understand problems and opportunities and to consult with and advise leaders. The team will have, or will manage, the capability required to deliver customer-centric, quality solutions in a timely manner.

## Purpose of the Position

An Applications & Solutions Tester aims to ensure the quality and functionality of digital solutions by meticulously evaluating and testing applications before their deployment. This role involves designing and executing test plans, identifying defects, and validating enhancements to meet user expectations and organisational standards by focusing on delivering solutions that are free from significant errors and are user-friendly.

The Applications & Solutions Tester plays a critical role in safeguarding the integrity of the solutions. Ultimately, their work supports the organisation's strategic goals by ensuring that all digital solutions contribute effectively to operational efficiency and enhance user satisfaction.

## Key Dimensions of the Position

**Delegations:** The position's full delegations are set out in the Schedule of Delegations and may be amended occasionally.

**Functional relationships:** *The following are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

**Internal:**
- Business Sponsors
- Internal Business Units, e.g. Service Delivery Team
- Digital Improvement Team

**External:**
- External bodies, including vendors

## Key Accountabilities

These accountabilities ensure that the Applications and Solutions Tester is crucial in delivering high-quality digital solutions that meet users' and organisations' needs.

**Test Planning and Design**

- Develop detailed test plans based on project requirements and specifications to ensure comprehensive coverage of all application functionalities.
- Design test cases, scenarios, and scripts that accurately reflect user flows and potential edge cases.

- Conduct rigorous solution testing, including functional, regression, integration, and user acceptance testing, to identify defects and meet quality standards.
- Perform automated and manual testing as required to validate application features.
- Identify, document, and prioritise defects found during testing clearly and concisely.
- Collaborate with developers and stakeholders to communicate defects, track their resolution, and ensure timely fixes.
- Identify opportunities for process improvement within the testing lifecycle and advocate for best practices in quality assurance.
- Stay updated on industry trends and emerging testing technologies, integrating them into testing processes where applicable.

**User Acceptance Testing (UAT)**

- Facilitate UAT sessions, collaborating with end-users to validate the application supports their needs and works as intended.
- Gather feedback from UAT participants and provide recommendations for improvements.
- Validate that any application enhancements or updates meet user expectations and align with organisational standards before deployment.
- Ensure that all modifications maintain existing functionality and performance benchmarks.
- Assess risks associated with application deployments and communicate potential impacts to project stakeholders.
- Proactively identify areas of concern and propose solutions to mitigate risks**.**

**Documentation and Reporting**

- Create and maintain comprehensive documentation for testing processes, outcomes, and best practices.
- Provide detailed reports on testing activities, including defect statistics, test coverage, and recommendations to stakeholders.
- Aid with the creation of training materials for end users.
- Foster a collaborative environment by participating in team meetings and sharing insights on testing practices.

**Relationship Management**

- Liaise with business sponsors, internal teams, and external partners to ensure clear communication and alignment on deliverables.
- Able to have difficult conversations and respectfully challenge thinking and behaviours to ensure the right outcome for the organisation while also maintaining the relationship
- Work closely with cross-functional teams to share knowledge and best practices, promoting teamwork and alignment across various departments.
- Establish and maintain collaborative working relationships with different functions and stakeholders, ensuring open communication about opportunities, successes, and emerging problems.
- Foster a collaborative environment by participating in team meetings and sharing insights on testing practices.

**Health & Safety**

- Manage own personal health and safety and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their managers play in health and safety
- Team training is up-to-date, and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses by policy

**Position Description and Scope of Duties**

The job holder is expected to perform other duties that can reasonably be regarded as incidental to the position description and such other responsibilities within their experience and capabilities as may be assigned from time to time following consultation.

Once appointed, a work programme will be developed with the appointee to set out the specific tasks and time frames needed to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

## Person Specification

**Qualifications and Background**

The role will ideally possess the following technical skills/knowledge and personal attributes:

- Bachelor's degree in information technology or equivalent

**Experience, knowledge, and skills (including Technical Competencies)**

- At least five years experience in application testing, preferably in health or social services.
- Other experience in business analysis, or product development is preferred.
- Knowledge of service delivery best practices in the health sector
- Experience in application development, from conception to delivery
- An ability to prepare and interpret documentation, schedules and step-by-step action plans
- Solid organisational skills, including multitasking and time-management
- Strong client-facing and teamwork skills
- Familiarity with risk quality assurance
- Hands-on experience with project management tools (e.g. Monday.com or Trello)
- Strong communicator across different levels within the organisation
- Experience coaching and supporting team members to succeed.

I have read and understood the above position description and accept all the above responsibilities.

_____        _____

Role title                                                                    Date


_____        _____

Manager role                                                              Date