

Position/s Description **Test Lead (POS2841)**

Directorate Department	Information Technology Corporate Services
Reports to	Coordinator IT Strategy and Architecture
Number of Direct Reports	0
Position Grade	13
Employment Type	Temporary Full Time
Primary Location	Civic Place
Date Approved	August 2026

Our Culture

We believe in the future of Liverpool.

We're a connected team with a shared purpose, determined to get the best results on the things that matter most for our community and people. We live our culture with a mindset of "A better way – every day."

**WORKING
TOGETHER**



**COMMUNITY
FOCUS**



ACCOUNTABILITY



**GROWTH &
DEVELOPMENT**



INNOVATION



Intent and Primary Purpose of the Position/s

As the Test Lead, you will be responsible for leading the planning, coordination, and execution of all testing activities to support the successful implementation of an ERP system. You will work closely with business stakeholders, subject matter experts, project teams, vendors, and technical resources to ensure solutions are thoroughly tested and meet agreed business, functional, integration, and quality requirements prior to deployment.

position will lead the testing lifecycle across System Integration Testing (SIT), User Acceptance Testing (UAT), Parallel Runs, and Production Verification activities. The role will ensure testing is conducted in accordance with agreed testing standards, methodologies, and governance requirements while supporting successful project delivery and operational readiness.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Develop, maintain, and manage a comprehensive test suite (Test Strategy, Test Plan, testing schedule, and associated testing artefacts).	• Test Strategy, Test Plan, schedules, and testing artefacts are developed, maintained, approved, and delivered within agreed project timeframes. • Testing documentation is complete, accurate, current, and aligned with project governance requirements. • Changes to testing scope, schedules, and deliverables are appropriately documented and communicated to stakeholders.
Establish and implement the project Test Management framework, standards, processes, and reporting mechanisms while ensuring adherence to the Quality Management framework.	• Testing frameworks, standards, and processes are established and consistently applied across all testing phases. • Testing activities comply with organisational quality management requirements and project governance standards. • Reporting mechanisms provide timely, accurate, and actionable information to support project decision-making.
Collaborate with business stakeholders, subject matter experts, and implementation partners to define, review, and approve test scenarios and test cases aligned to future-state business processes and obtain formal UAT sign-off from business process owners.	• Test scenarios and test cases provide comprehensive coverage of approved business requirements and future-state processes. • Key stakeholders are actively engaged throughout the testing lifecycle. • UAT sign-off is obtained from designated business process owners prior to production deployment. • Stakeholder feedback is addressed promptly and incorporated where appropriate.
Validate that configured ERP solutions, integrations, and migrated data meet approved business requirements and acceptance criteria.	• ERP functionality, integrations, and migrated data are tested against documented requirements and acceptance criteria. • Defects, discrepancies, and data issues are identified, documented, and tracked to resolution. • No critical unresolved defects remain prior to progression between testing phases or production release unless formally accepted through project governance processes.

Lead and coordinate the execution of all testing phases, including System Integration Testing (SIT), User Acceptance Testing (UAT), Production Verification Testing, Parallel Runs, and Regression Testing.	• Testing phases are executed according to approved plans and schedules. • Testing resources, environments, and stakeholders are effectively coordinated to achieve milestones. • Testing outcomes are documented and reported in accordance with agreed governance requirements. • Go-live readiness recommendations are supported by evidence-based testing outcomes.
Ensure adequate test coverage across business processes, integrations, security roles, and system functionality, while managing defects through triage, prioritisation, retesting, and resolution tracking.	• Test coverage is sufficient to validate critical business processes, system functionality, integrations, security controls, and user roles. • Defects are logged, prioritised, monitored, and resolved within agreed service levels or project timelines. • Defect trends and risks are analysed and communicated to stakeholders to support informed decision-making. • Retesting and regression testing confirm the effectiveness of implemented fixes.
Monitor testing progress and quality outcomes through reporting, dashboards, and metrics, proactively managing risks, issues, dependencies, and escalations.	• Testing status reports, dashboards, and metrics are accurate, current, and distributed according to reporting schedules. • Risks, issues, dependencies, and constraints are identified early and managed proactively. • Escalations are raised in a timely manner with recommended actions and mitigation strategies. • Testing deliverables support project objectives for quality, risk management, and operational readiness.
Other duties as directed and authorised by the Project Manager, Program Manager, or Chief Information Officer.	• Additional duties are completed professionally, efficiently, and within agreed timeframes. • Work is undertaken in accordance with organisational policies, procedures, and project objectives. • Positive and collaborative working relationships are maintained across the organisation.

Decision Making Authority and Responsibilities	
Decision Making	• Develop and maintain testing strategies, plans, schedules and testing artefacts in accordance with project objectives and governance requirements. • Prioritise testing activities, defects and testing resources to support project delivery timelines. • Recommend progression between testing phases and provide go-live readiness recommendations based on test outcomes. • Escalate testing risks, issues and unresolved defects to the Project Manager, Program Manager and relevant governance groups as required.
WHS Responsibilities	• Take reasonable care for own health and safety and that of others who may be affected by work activities • Comply with Council's WHS policies, procedures, safe work practices, and lawful directions • Identify, report, and assist in managing hazards, incidents, injuries, and risks in a timely manner • Participate in WHS consultation, training, and continuous improvement activities and support a safe working environment
Enterprise Risk Management Responsibilities	• Identification of operational risks within areas of expertise
Financial Delegation	• No financial delegation is associated with this position
Key Relationships	
Who	Why
Coordinator IT Strategy and Architecture	• To provide direction and priorities on a day to day basis as well as the overall project objectives.
TechOne Project Team	• To collaborate on delivering outcomes for the ERP.

Position Requirements

Qualifications, Knowledge, Skills and Experience

Essential:

- Relevant formal qualifications and/or industry experience gained by practical application across a minimum of 5 years in software testing, including experience in Test Lead, Test Analyst, or similar quality assurance roles.
- Proven experience leading testing activities for TechnologyOne implementations, upgrades, or other large-scale ERP transformation programs.
- Strong expertise in test planning, test strategy development, test management, and detailed test specification design.
- Demonstrated ability to develop, maintain, and execute comprehensive manual test suites across multiple testing phases.
- Excellent communication and stakeholder engagement skills, with the ability to collaborate effectively across business and technical teams.

Desirable (if applicable):

- Experience in government/public sector environments
- Relevant tertiary qualification (IT or similar) or equivalent experience
- Proficiency in using Azure DevOps, JIRA, and Zephyr for test management, defect tracking, and test execution activities.

Signature

By signing below, I understand the contents and expectations of this position description.

Name

Signature

Date

Capabilities for the position

The capability framework outlines the capabilities needed by everyone to work well and be effective in their position. They are expressed as behaviours to provide clarity and a common language to describing the skills and abilities to perform a position at Council.

Core Capabilities <i>Applicable to all positions</i>	Description
Developing Self	Seeks growth opportunities, embraces feedback, and enhances skills and knowledge.
Being Accountable	Takes ownership of actions, delivers on commitments, and ensures transparency and responsibility.
Acting with Integrity	Behaves ethically, upholds values, and acts in the best interest of the organisation and community.
Communicating Effectively	Expresses ideas clearly, listens actively, and tailors communication to the audience's needs.
Working Collaboratively	Works well with others, builds teamwork, and fosters a supportive environment.
Having Resilience	Bounces back from adversity, maintains positivity, and performs effectively under pressure.
Focus Capabilities <i>Most important to be effective in position</i>	Description
Commercial Nous/Acumen	The ability to apply business insight, strategic thinking, and practical solutions for competitive advantage.
Using Data for Decision Making	Collects, analyses, and interprets data to ensure evidence-based, accurate, and effective decision-making.
Influencing and Negotiating	Communicates persuasively, uses negotiation skills, builds consensus, and resolves conflicts constructively.
Thinking Innovatively and Creatively	Encourages new ideas, fosters innovation, and seeks opportunities for creative problem-solving and improvement.
Building Relationships	Establishes positive relationships, builds trust, and fosters partnerships to achieve common goals.
Delivering Outcomes	Sets ambitious goals, measures progress and adapts strategies to ensure effective achievement of objectives.
Focusing on the Community	Provides high-quality service, seeks feedback, and anticipates community needs.
Using Technology and Building Digital Literacy	Adopts technology, enhances productivity, stays updated on advancements, and promotes digital literacy.
People Management Capabilities <i>Required for leadership positions</i>	Description
Inspiring Direction and Purpose	Provides clear vision, motivates others, aligns team efforts with objectives, encourages and empowers achievement.
Managing People	Guides team members, provides feedback, recognises efforts, develops talent, and fosters an inclusive culture.
Managing Reform and Change	Drives organisational change, aligns with goals, engages stakeholders, monitors progress, and adjusts strategies.
Optimising Outcomes	Analyses processes, identifies improvements, implements strategies for efficiency, and uses data for informed decisions.
Practising Sustainability	Implements sustainable practices, balances economic, social, environmental factors, and advocates long-term sustainability goals.
Valuing Diversity and Inclusion	Promotes an inclusive environment, respects diverse perspectives, and advocates for equity and inclusion.