

Job Description



Job Title:	QA Manager
Level:	Management
Department:	Digital
Based:	Hartlebury
Reporting to:	Head of Digital Operations

REMUNERATION

Agreed as per contract of employment.

Bonus & pension contribution scheme as outlined in your contract of employment.

PURPOSE

To manage and facilitate the running of the Digital QA Team. You will have responsibility for the overall quality and service provided by the team and ensure consistent high levels are maintained.

You will run regular team meetings to help share knowledge of best practice, overcome common operational challenges and explore opportunities to develop and progress the team's processes and services.

You will be responsible for engaging with the heads of the other areas of digital and the rest of the business to constantly improve the way in which digital projects and campaigns are QA'd.

PRINCIPAL DUTIES

- Overall responsibility of the Digital QA Team
- Organising and facilitating regular team meetings
- Managing resource and ensuring projects are distributed evenly and fairly
- Encourage and explore the use of new technology, systems and techniques to enhance quality, service and efficiency

Job Description

- Ensuring individual team members are productive in their activities and efficient with their time
- Supporting individual team members to help them operationally with their projects and also with their personal development
- Develop and motivate individual team members through discussions and suggestions of specific training
- Ownership and management of own digital QA projects and tasks
- Collaborate closely with project teams and quality assurance testing assistants to identify testable conditions, advising best approach and providing clear feedback
- Writing and documenting detailed test plans based on acceptance criteria's
- Analysing requirements, compiling reports updating issue tracking tools with detailed reproduction steps
- Responsible for managing device lab and maintaining a full suite of testing hardware
- Provide consultancy and updates to internal and external stakeholders, from both technical and non-technical backgrounds.
- Use your knowledge and experience to guide and develop best practice and improve efficiency and effectiveness of quality assurance processes
- Support projects by providing constructive critique to not only report quality assurance issues but to help improve and shape products
- Encourage the introduction of new technologies and testing methods
- Willing to work outside normal office hours when required

This list is not exhaustive, and you will be expected to work flexibly and undertake other such duties from time to time as required.

SKILLS

- Good knowledge of QA processes & technology to support activity
- Be able to communicate effectively both verbally and in writing
- Good people and team management skills

Job Description

CHARACTERISTICS

- Committed to the highest standards of customer service
- Organised with a true desire for detail
- Ability to drive continuous improvement and efficiency to QA operations
- A good people person with the ability to get the best out of team members
- Quick to understand a task and what needs to be done to achieve it
- Positive attitude towards challenging situations and multi-tasking
- Self-motivated with the ability to work individually and as part of a wider team
- Willingness to learn new skills and develop existing ones
- Must be committed to making 'anything possible' with a 'can do' attitude

OTHER REQUIREMENTS

- Able to travel throughout the UK and overseas
- Driving licence

DATA SECURITY

At all times, you must work within the guidelines set out in the **DRPG's** Information Security Policy and your Employee Confidentiality Agreement. Failure to do so maybe treated as gross misconduct.

HEALTH AND SAFETY

At all times you must work within the guidelines set out in **DRPG's** Health & Safety Policy and Employee Manual.

FURTHER NOTES

The role will be based primarily in our Worcestershire head office. There will be times when this role will require you to work from the company's other offices. You will be expected to work flexibly and undertake other related commercial duties both in the UK and overseas as the company may from time to time reasonably require.

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THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest fully integrated, award winning communications agencies. From the strategic communication consultancy to our complete in-house production facilities for digital media, video, events and print, we deliver to companies of all sizes that span a wide range of markets.

The **DRPG Group** is an equal opportunities employer.