



Position Description

Vacancy Title: **Test Manager**

Location:

Reports To: **None**

Objective

The Test Manager ensures the successful design, execution, and delivery of testing outcomes across strategic projects in Pacific, enabling high-quality software solutions that meet business objectives. This position ensures stability in production environments, aligns testing practices with enterprise frameworks best practices, and drives innovation through robust testing methodologies, reports to Head of Regional Projects.

Outcomes

Organisational Stakeholders

1. Quality Management & Service Delivery

- Test plans and strategies aligned with enterprise standards developed and delivered.
- Scope, objectives, and criteria for testing defined.
- Documentation and governance adherence across all testing practices overseen.
- Test environments, tools, and resource capability managed.
- Team of testers led and managed, providing guidance, support, and performance evaluations.
- Testing activities coordinated, effective communication within the team and with other stakeholders ensured.
- Test progress monitored, issues and risks escalated, corrective actions implemented as needed, and production stability across projects maintained.
- Defect lifecycle, including identification, tracking, and resolution of defects managed.
- Testing processes adherence to established quality standards and best practices ensured.
- Regular reviews and audits of testing activities conducted to ensure compliance.

2. Partner Enablement

- Development teams, internal teams, and external vendors collaborated with to ensure timely resolution of issues.
- Key relationship management with stakeholders across Group Tech acted.
- Commercial performance and delivery against KPIs and SLAs ensured.

3. Operational Management

- Test reports, metrics, and status updates to stakeholders prepared and presented.
- Detailed documentation of test plans, test cases, and test results maintained.
- Teams led and mentored, ensuring optimal structure and role clarity.
- High-performance culture within the testing domain built.

4. Best Practice & Compliance

- Opportunities for process improvements identified and changes to enhance testing efficiency and effectiveness implemented.
- Updated with the latest testing tools, techniques, and industry trends stayed.
- Contribution to enterprise testing frameworks and process improvement made.
- Testing Quality Assurance (TQA) across projects promoted.

Responsibilities - Key Competencies

Competence

Description

Business

Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.

People

Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.

Competence	Description
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Financial Application	Apply financial principles and practices.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology/Computing	Tertiary education in IT, IS or a related field.
Preferred		
Other		ISTQB/ISEB certification (foundation or advanced level).
Preferred		
Other		Experience with Agile, Scrum, RAD, JAD, SDLC, Lean and Design Thinking.

Work Knowledge and Experience

Mastery in test governance and delivery.

Technical expertise in tools and methodologies (manual and automation).

Strong familiarity with Group Tech standards and Westpac's strategic objectives.

Understanding of banking systems, customer expectations, and risk management.

Deep insight into IT and financial services regulatory landscapes.

Domain experience in banking process and regulation.

Awareness of emerging technologies and testing trends.

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Business Analysts and End Users	
External		
	External vendors and service delivery partners	

Attributes

Behavioural Styles

Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Innovative Devises new and creative ways to do things comes up with original ideas.

Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Perceptive Shows keen insight and understanding of issues or situations.

Realistic Shows concern for facts and reality, rejecting the impractical.

Team Oriented Enjoys being with others as part of a group or team.

Thinking Styles

Challenger Queries, tests information/beliefs and provokes thought.

Flexible/Adaptable Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

Imaginative Generates ideas and images, showing creativity.

Initiative Takes action and makes decisions without the help or advice of other people.

Numerate Shows abilities in quantitative thought and expression.

Reflective Takes a thoughtful and deliberative approach.

Well organised Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 19 Sep 2025