



Quality Assurance Manager

Location: Nottingham

Reporting to: Director of Research and Development

The Company

Multi award winning Peppermint Technology is the UK's fastest growing legal Software Company. It provides a game changing business technology Platform that hosts an array of business applications (practice management, case management, CRM, Document Management and Business Reporting), collaboration and content enablement tools. The Platform is a SaaS (Software as a Service) offering. The Platform is built, and certified, on the Microsoft CRM Dynamics platform.

Peppermint's success is recognised by the industry in a whole series of awards, including UK IT Awards Best Small Tech Company, Best Cloud Application World Series Award, Legal KnowList Innovation, Legal KnowList Leadership and Microsoft Dynamics ISV UK Partner of the Year.

Peppermint hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great will talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal Software Company.

Job Summary

We are looking for a proven QA Manager to complement our growing product portfolio.

The team is driven to provide the most reliable and performant software solution for our clients.

This is an interesting opportunity which offers you the variety and potential to fulfil your testing expertise in role by interacting and working closely with the wider business at Peppermint.

As the QA Manager you will be accountable for test strategy, scheduling, execution, resource planning and acting as a key adviser in the overall delivery of the software portfolio alongside the development manager. You will manage and plan the delivery of the Test Strategy for each implementation, liaising with the project teams and coordinating defects and fixes. You will also provide quality assurance, direction and leadership on all testing engagement internally and with external partners.



Resources for the delivery of system testing are based both onsite in Nottingham and offshore.

Responsibilities and Duties

- Manage team of QA leads and test engineers, automation engineers locally
- Delivering the testing of a project or scheduled releases in accordance with the Test Strategy and ensure overall delivery of the deliverables in line with the agreed Schedule.
- Owning the Test Schedule and drive forward the delivery of testing in close co-operation with Testers (including business testers).
- Configure and prepare test plans
- Own governance of the quality assurance for all output from Peppermint Development team
- Understand best practices and be focused on governance and quality
- Manage offshore vendors for additional test resources
- Plan, organise and lead team meetings
- Ensure content and structure of all testing documents and artefacts are maintained
- Write, validate and execute detailed test scripts
- Track and report upon testing activities, including results, coverage, defects
- Assist with management of test environments and liaise with DevOps team
- Working with Development Managers and Product Managers to ensure all the detailed assigned requirements are fulfilled
- Assume ownership of all work assigned and distribute and manage across your team
- Communicate efficiently on progress and report any impediments
- Work closely with developers, test analysts and other stakeholders through various phases of the project life cycle

Key Relationships

- Director of Research & Development
- Director of Product
- Development Managers
- Product Managers
- Developers
- QA Leads
- Test Analysts



Desired Experience

- ISTQB-ISEB Certified
- Knowledge of using Visual Studio to view and manage work items
- Knowledge of using Microsoft Test Manager or similar lifecycle solutions
- Thorough knowledge of producing test strategies, test scripts and leading the testing effort – including test analysts and project team.
- Able to review requirements and provide estimates
- Automation platform awareness and approach
- Exposure to products developed in a web based environment, i.e. Microsoft Dynamics CRM
- Good functional testing experience
- Excellent test planning and co-ordination skills
- Track record of being able to challenge and understanding to the delivery and tracking of project benefits.
- Use of test management tools for Test Scripting, Test Execution, Reporting and Defect Management
- Agile experience desirable

Competencies

- Excellent leadership, problem solving and management skills
- Delivery focused with awareness to the wider business
- Fast learner
- Strong interpersonal skills
- Excellent communicator, both written and verbal
- Able to work as part of a team or on own
- Good listener with empathy for real uses of software

Contact

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