
JOB DESCRIPTION

Job Title: Test Manager- CAF Bank

Grade: E

Department: Bank Technology

Main purpose of job:

Mentoring, coaching and line managing the Bank Technology System Testing function, providing leadership and expertise to enable a culture of quality, assurance, collaboration and continuous improvement. The role is hands-on and works closely with colleagues, business stakeholders, delivery teams and third-party suppliers to define, review, assure and execute testing activities, providing confidence that delivered solutions meet agreed business, functional, non-functional, operational and regulatory requirements, are aligned to CAF Bank standards, and support CAF Bank's strategic and operational plans.

Responsible to: Head of Technology Portfolio Delivery – Bank

Budgetary responsibilities: No direct department budget responsibilities

Responsible for (staff/jobs): Line management of Bank Tech's System Testers and Senior System Testers

Key Job Responsibilities:

Leading the System Testing function and being responsible for the line management of the testers. The Test Manager owns the quality, traceability and assurance of Testing artefacts across the delivery lifecycle and to:

- Lead, line manage, coach and develop the System Testing function, building capability, promoting best practice and driving continuous improvement.
- Manage and prioritise testing demand across the technology portfolio, ensuring effective allocation of resources to meet business priorities.
- Define, maintain and continuously improve testing standards, methodologies, tools and quality controls across the delivery lifecycle.
- Own the quality, effectiveness and traceability of testing activities, ensuring alignment between business requirements, solution design, test execution and delivery outcomes.
- Develop and maintain an understanding of CAF Bank's technology landscape, architecture, standards and regulatory requirements to assure appropriate testing coverage and solution quality.
- Provide testing leadership and expertise to delivery teams, business stakeholders and third-party suppliers.
- Lead the testing assurance of third-party supplier deliverables, reviewing and challenging test plans, test evidence, defect management and quality outcomes to ensure alignment with CAF Bank standards and business requirements.

- Ensure delivered solutions are appropriately tested against functional, non-functional, operational, security, regulatory and business readiness requirements.
- Ensure appropriate testing coverage for integrations, data migrations, reporting solutions and operational processes to validate solution integrity and business continuity.
- Promote quality throughout the delivery lifecycle, working closely with analysts, business stakeholders and third-party suppliers to embed effective testing and quality assurance practices.
- Facilitate, guide and support business acceptance testing activities, enabling informed sign-off decisions and delivery confidence.
- Identify, manage and escalate testing risks, issues, assumptions and dependencies through appropriate governance forums.
- Represent the Testing function within project, portfolio and governance forums, providing quality assurance recommendations and delivery readiness assessments.
- Create and maintain testing documentation, quality metrics and knowledge repositories to support effective governance, auditability and continuous improvement.
- Foster effective working relationships with business stakeholders, technology teams and third-party suppliers to support successful delivery outcomes.
- Support and embed the controlled adoption of approved AI agents and automation capabilities to improve test design, quality assurance and reporting, ensuring appropriate human oversight and compliance with governance, security and data protection requirements.
- Define and evolve the Testing function roadmap, ensuring testing capabilities, tools and practices remain aligned to business and technology priorities.
- Undertake additional duties as reasonably required by the organisation

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: July 2026

PERSON SPECIFICATION

Job title: Test Manager

Date: July 2026

Attributes	Essential	Desirable	How Evidenced
Experience - Experience of leading and developing testing teams - Experience of third-party supplier assurance - Responsible to a project manager or more senior personnel for progress and implementation of tasks. - Will have been involved in the complete project cycle of at least 2 significant projects - Defect management and quality metrics reporting - Experience in financial / accounting systems - Test automation tools and frameworks. - Experience of integration and data migration testing - Test strategy development and quality assurance governance - Requirements-to-test traceability and test coverage management - Supplier assurance and delivery quality review. - Functional, non-functional, integration and data migration testing. - Knowledge of information security, regulatory and data protection requirements relevant to technology change - Awareness of AI and automation tools and their controlled use within governance and security frameworks.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		- A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C - A/C
Qualifications - ISTQB Foundation Certificate in Software Testing - BCS Intermediate Certificate in Software Testing - ISTQB Advanced in Software Testing OR Specialism	✓ ✓ ✓		- A/E - A/E - A/E
Specialist Skills/ Ability/Knowledge - Test strategy development and quality assurance governance - Requirements-to-test traceability and test coverage management - Risk-based testing techniques and Test case development and design - Non-Functional Test script development and execution - Test automation tools, frameworks and Test Script development - Test data preparation - Defect management and quality metrics reporting. - Knowledge of Industry Standard Testing Tools Eg. SOAP UI - SQL - Line management	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		- A/C/T - A/C/T - A/C/T - A/C/T - A/C/T - A/C/T - A/C/T - A/C/T - A/C/T - A/C/T
Communication - Strong written and verbal skills - Ability to deal with business stakeholders - Ability to provide constructive challenge and quality	✓ ✓ ✓		- C - C - C

assurance recommendations to delivery teams and suppliers	✓		
• Ability to facilitate testing workshops, readiness reviews and quality assessments.	✓		C
• Ability to communicate technical and testing concepts to both technical and non-technical stakeholders	✓		C
• Ability to influence decision-making through evidence-based recommendations.	✓		C
Personal Qualities			
• Strong leadership and coaching capability.	✓		C
• Analytical and risk-aware mindset.	✓		C
• Collaborative and relationship focused.	✓		C
• High level of motivation, proactive with a continuous improvement mindset	✓		C
• Gravitas / credibility	✓		C
• Attention to detail with a focus on quality and control.	✓		C
• Outcome and delivery focused	✓		C
Prior to Appointment			
• Credit Check	✓		R/E
• Dow Jones Check	✓		R/E
• Basic DBS Check	✓		R/E
• Employment References	✓		R/E
• Medical Clearance	✓		R/E
• Right to Work in the UK	✓		R/E
• Credit Check	✓		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment