

JOB TITLE	Quality & Change Administrator
JOB FUNCTION	Quality & Change Delivery
JOB LEVEL	1
REPORTS TO	QCD Team Leader
OVERALL SCOPE/PURPOSE	
Working in collaboration with the rest of the Quality & Change team will be key to the success of this role. This role involves supporting your team in achieving their part of the strategic objectives of the business. Your role specifically is to provide administration and testing support.	
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Testing of monthly change requests which will include rates/rule & documentation changes • Report issues found during testing to the relevant SWH and keep monthly issue log up to date • The preparation of required records in advance of testing including the processing of renewals • Testing any fixing requests (legacy errors) • Create and manage the monthly test process in THQ • Provide sign off to SWH when testing is complete and communicate to the business units what changes have been converted to live and the effective date • Systems Analysis • Attend monthly change request and the ITCD meetings • Review of release notes for live EDI Release to determine test requirement and then create appropriate test matrix. Also, chase SWH's for fixes included live release • Testing of live EDI releases to ensure data is correct and as expected • Regression testing on all platforms to ensure that the systems are accurate and as expected • Review and investigate other business units' queries and either revert with solution or send to SWH for fix if issue found • Update internal POS documents • Manage outstanding tickets for both internal and external customers, chasing where necessary. Tasks will include the creation, review, and assignment to closure queue for review • Updating testing tickets and results in THQ system to ensure capture and that test evidence is correctly documented and traceable. • Ensuring that monthly changes test evidence is filed according to relevant procedures • Undertake Peer-to-Peer audit of testing evidence • Uploading test ISO's internally and amend live records where required. • Updating and maintenance of Change tracker to ensure all monthly changes are documented as to what changes were included in which release • Write test matrixes for monthly changes, EDI releases, Ticket Fixes and Regression testing • Review submitted matrices to ensure all areas are covered • Thorough checking of fixes, releases notes and EDI releases to ensure accuracy and follow up if necessary • Monitoring of EDI exceptions via reports, handling and investigating any issues with a view to correcting via training or other automated initiatives • Write 'How to' guides or SOPs for internal training purposes • Proof read various types of company material 	

- Document minutes for team meetings when required
- Assisting with any Projects as required
- Adhere to all Company policies & procedures

Above is the current list of your overall responsibilities and is not a definitive task list. This may change from time to time depending on business demands or company reorganisations.

EDUCATION AND WORK EXPERIENCE

- Working towards CIP qualification expected
- Some office experience within the industry would be an advantage but not required.

Knowledge & Skills

- Very good communication and interpersonal skills
- Extremely well organised with excellent time management skills
- Excellent IT skills
- Exceptional attention to detail
- Methodical & accurate
- Ability to work in a team or on a standalone basis
- Keen problem solver with the ability to think outside the box

Approach

- Act honestly, fairly and professionally in the best interests of our customers and the integrity of the market.
- Act with due skill, care and diligence in the best interests of our customers.
- Consistent demonstration of our values, Trust, Agility, Service.
- Aligned to our purpose
 - Approachable, friendly and easy-to-deal with
 - Build and maintain strong customer relationships
 - Dedicated to continuous improvement