Job Details

Reports to: **Senior Manager IT IE Delivery Assurance**
Title: **Delivery Assurance Manager**
Location: **Eastpoint, Dublin**
Duration: **Permanent**

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

An opportunity has arisen to work as a Delivery Assurance Manager in IT IE Delivery Assurance to take responsibility for QA delivering across product, commercial and technology changes in the Irish Business, reporting to the Senior Manager of IT IE Delivery Assurance.

The role would suit those who have:
- Strong Quality Assurance background
- Experience managing and building on the capabilities of a team of analysts
- Experience of building, communicating and managing technical roadmaps and schedules
- Experience of dealing with and coordinating multiple 3rd parties in a technical environment
- Experience in managing projects in a dynamic pan European organisation
- Project Management capability prefered (professional certification beneficial; PMP, Prince2)

Specific Tasks/ Duties:

- Work with and manage a team of QA Analysts (permanent and contract based)
- Direct and manage technical project QA and delivery.
- Manage all QA Environments including environmental stability and change control ensuring environmental readiness in line with the project delivery roadmap.
- Develop full-scale QA, project and delivery plans and associated documents.
- Manage QA schedule, scope and finance for each project
- Estimate the resources and participants needed to achieve project goals. Work with IE Business, T&I and 3rd Party suppliers to ensure appropriate resourcing is agreed, financed, scheduled and in place for each project delivery.
- Liase with Product Management, Architecture, 3rd parties and Finance to ensure all QA OPEX and CAPEX requests are on time, tracked and reported on as needed.
- Manage and direct the QA Automation plan at both the project and strategic level.
- Build, communicate and manage delivery roadmaps and schedules
- Set and effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Identify and manage project QA dependencies, critical path and project risks.
- Manage reporting templates, progress reports, proposals, requirements documentation, and presentations.
- Proactively manage changes in project scope, identify potential risks, and devise contingency and mitigation plans as needed.
- Conduct project "lessons learned" meetings and create (and action) recommendations reports.
- Develop and maintain on-going strategic plans to increase the effectiveness and efficiency of the Delivery Assurance team using industry best practices and tools for project execution, QA and management.
- Develop and manage an Agile QA strategy in conjunction with Central delivery and the Virgin Media Test Center to best facilitate QA of local projects and deliveries developed through an Agile methodology.
- Develop training and resourcing plans to ensure continued support and capability in the manual, automation and agile functions.

The Person:

- Demonstrated ability to identify, triage, drive & solve issues through to resolution
- Ability to interact with both Business and Technical stakeholders as appropriate
- Team player, resourceful, and self-motivating.
- Excellent organisational, communication and customer service skills, including time management, accountability and administrative follow up.
- Knowledge of Best Practise processes and procedures
- Works well under pressure.
- Positive, "can-do" attitude.

The experience the candidate should have includes;

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in Computer Science, Management Information Systems, or a closely related field.
- ISTQB Foundation level (higher levels prefereable)
- PMP or Diploma in Project Management beneficial
- Telcom experience required

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.