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[www.afferentsoftware.com](http://www.afferentsoftware.com)

## **Role: Quality Control Lead**

We are looking for a Quality Control Lead to join our team who will be responsible for the quality control department and quality across the organisation including within our Engineering, Implementation and Support, and Project Management departments.

To apply, please contact [jobs@afferentsoftware.com](mailto:jobs@afferentsoftware.com)

### **Company Key Selling points**

- We care about our customers and our team; we like to work hard but we realise life is not only about work and we continuously work to make sure our people are happy and feel supported.
- We have a flexible culture with relaxed dress, flexible working hours and working conditions (with optional late starting up to 10am and work from home possibilities), regular in-office lunches, and various office amenities including a pool table and an energising vibe.
- Although we are a small team of 25, you have the comfort of knowing the company has been around for over 16 years and looks after its staff as a priority.
- We are committed to continuous innovation and bringing out the best products in Payments.
- We work with some big international customer names.
- Our people have the ability to travel to the UK and US amongst other countries.
- We provide entry into, and training, in the highly complex and sought-after international Payments market.

### **Brief description**

All successful candidates who join Afferent must demonstrate the following principles:

- Be able to earn the trust and respect of their colleagues
- Go above and beyond for their stakeholders / customers
- Have an extremely helpful attitude and be a team player
- Always leave things better than they found them
- Take initiative and ownership
- Take pride in what they produce and therefore produce high quality
- Be committed to the company but also be able to strike a balance
- Have the ability to adapt well to change
- Be detailed orientated

- Have excellent communication and listening skills
- Have strong observational, analytical, and problem-solving skills

### **Qualities**

The Quality Control (QC) Lead will report to the Head of PMO but will not have direct reports to begin with; longer term the aim is for the QC Specialists to report into the QC Lead. There are some fundamental qualities that we are looking for in our QC Lead:

- Being a high performer and a safe pair of hands – leading by example, taking care to deliver on your promises or manage expectations otherwise.
- Being creative by coming up with possibly unique alternative solutions to problems and by drafting whole new procedures or systems to solve complex problems. Creativity is required because the QC Lead will be responsible for refining and implementing many QC procedures across the organisation.
- Being a solutions-orientated rather than a problem-oriented person and a driver for change.
- Being a good leader - developing yourself as well as others.
- Embodying the Afferent tenets.

In addition:

- Being able to multi-task and context switch across multiple projects at a time.
- Being both analytical and decisive – taking the various factors into consideration and inputs when making decisions in complex situations but not wavering between ‘what to do’ or ‘what not to do’.
- Being open to change by being change-prone and not change-resistant, appreciating any fruitful idea regardless of the source.

### **Role Purpose**

The Quality Control (QC) Lead is responsible for the quality output of our products and projects across the Afferent Software departments and for overseeing development, implementation and support procedures to ensure that they meet quality and efficiency standards and contractual obligations. The quality control lead will also work with customers to ensure the final products meet their needs and requirements.

### **Core Responsibilities**

- Responsible for leading, training and mentoring a team of QC Specialists.
- In partnership with the Technical Leads, Project Managers and Department Heads, monitor the execution of key organizational processes by evaluating accuracy, tracking, and analysing key process metrics, identifying gaps and inefficiencies, and collaborating with key stakeholders to communicate and drive improvement opportunities.
- In collaboration with Department Heads and stakeholders the QC Lead leverages industry best practices to set performance metrics, analyse QC data, develop relevant reports, and communicate regularly with impacted teams.

- Reviewing all documents produced by the QC Specialists- including test plan / test case reviews, process documents etc. This may involve documents produced by other teams as well.
- Participating in requirements gathering meetings with internal teams to ensure that effective test plan writing, and planning takes place upfront.
- Providing general assistance (both QC related and other) to Afferent Software team members as required from time to time.
- Participating in or leading (if requested) the definition of QC processes in use throughout Afferent Software.
- Having the ability to lead stand ups and sprint meetings in the Project Manager's absence.
- Being responsible for managing testing resources and allocations to projects
- In partnership with the Department Heads, responsible for implementing the end-to-end test process framework for Afferent Software that will be used by Testers/QC specialists.

### **Qualifications & Experience**

- Formal Tertiary qualification or equivalent proven experience in this field
- At least 6 years' experience in a similar position
- A proven track record as QC Lead
- Strong written and verbal communication and proven leadership
- Knowledge and/or previous use of JIRA and Confluence
- Experience with API testing and automated testing is preferred