



Unum is a company of people serving people. As one of the world's leading employee benefits providers and a Fortune 500 company, Unum helps protect more than 25 million working people and their families in the event of illness or injury.

Headquartered in Chattanooga Tennessee, Unum has significant U.S. operations in Portland, Maine, Worcester, Massachusetts and Glendale, California with 35 field offices nationwide. This position may be located in Portland, Maine or Chattanooga, Tennessee.

Principal Duties and Responsibilities:

- Manages and develops a staff of Directors/Managers, QA Consultants, Test Leads and Quality Assurance Analysts, both employees and contractors, who support execution of the Growth Platform initiatives; ensures execution aligned with defined project methodology and release management milestones. Responsible for developing business, system and quality assurance expertise within the front to back solution (Quote to Claim).
- Responsible for setting the vision and managing all aspects of leadership within the QA Center of Excellence (CoE); spanning multiple business processes and applications in excess of 45 varying systems within just the Growth platform. These responsibilities focus on supporting the quality deliverables of the Growth Platform annual plan.
- Accountable for major strategic initiatives supporting the delivery of quality applications that are utilized by both internal and external customers. This includes quality, testable requirements of multiple initiatives and applications and testing across all systems. The QA CoE will manage the quality of implementation(s) of multiple, enabling technologies, and the integration of capabilities existent in the organization today.
- Serves as a key member of cross functional Capabilities Development Leadership team (core team membership include Capabilities Development (Business and IT), Product Development and Implementation (Business and IT), and Quality Assurance) in the development and execution of plans and activities.
- Drive and lead the establishment of the quality guidelines as managed by the capabilities development leadership team, coordination of the quality direction, staffing and delivery.
- Lead, mentor and coach a high performing, empowered staff of Unum Quality Assurance professionals at all major locations, as well as extensive vendor resources located offshore in India.
- Effectively manage operating expenses within the established budget; consistently reviewing opportunities for reducing expenses as well as recommending strategic investments.
- Participate as a senior leader in establishing and implementing quality assurance guidelines, processes and production implementation requirements through meaningful entry and exit criteria.
- Cross-functional leadership and knowledge of all aspects of the Simply Unum (Unum product) technical solution and business mode.
- Serves on the leadership team of key strategic projects and programs and advises on the status, key milestones, resource usage and direction of all for Unum US with primary emphasis on excellent project delivery, speed to market, efficient processes and effective resource utilization.
- Defines and develops Quality Assurance within the SDLC methodology, practices, governance standards, processes and metrics. Continuously revisits practices to ensure the capture and incorporation of best practices and learnings into processes on a going forward basis.

- Creates and manages a regular schedule of project update meetings (testing and implementations status) to assess project delivery, cost, and scope from a quality perspective. Addresses and/or elevates issues or barriers impeding the delivery of a highly successful / quality solution.
- Helps drive the analysis and assessment of current state quality in support of production implementation decisions.
- May perform other duties as assigned.

Qualifications:

- Extensive experience (10 - 15 years) in the Information Technology and/or Insurance industry; with significant knowledge of disability insurance (Group and VWB processes and systems solutions).
- Demonstrated consultative ability, solution-oriented and able to effectively collaborate and influence cross-functionally, achieving results despite organizational barriers
- Demonstrated program management abilities to manage large complex initiatives in a broad setting
- Demonstrated excellent written and verbal communications skills and ability to communicate to Senior Level audiences
- Prior experience in leadership role in Quality Assurance or Testing Center preferred.
- Thorough knowledge of insurance data, products and business practices
- Demonstrated ability to lead and manage a mixture of highly specialized technical personnel and experience managing people; strong ability to develop others' strengths
- Ability to communicate with all levels of organizational leadership and manage diverse organizations.
- Excellent, demonstrated ability to work effectively with and influence business and IT leaders across all functional areas
- Demonstrated consultative ability, solution-oriented and able to effectively collaborate and influence cross-functionally, achieving results despite organizational barriers
- Demonstrated facilitation, organizational and process management skills
- Broad business background due to the responsibilities crossing all lines of business and the interactions / connections with many other functional areas.
- BA/BS required, Masters Degree preferred.

Unum offers world-class training and development, generous compensation and benefits packages, and a culture built on employee ideas.

Unum is an equal opportunity and affirmative action employer regardless of a person's race, color, religion, national origin, age, disability, military status, gender or sexual orientation.