**SCOTTISH LEGAL AID BOARD**

Person Specification and Job description for applicants

**Project Tester**

**The Information Systems and Projects Department**

**Location: Edinburgh**

**Starting salary from £25,730**

Pro rata if part-time

We are currently recruiting for Project Tester Grade 4 within the Information Systems and Projects Department. This post is permanent full time basis.

If you are applying for full time position on a part-time basis (less than 37 hours per week), please give details of the number of hours and pattern of part-time work you would be interested in. Further information is supplied in the ‘General Information for Applicants’ document.

# Our organisation

The Scottish Legal Aid Board (SLAB) was set up in 1987 to manage legal aid in Scotland. We are a non-departmental public body responsible to the Scottish Government. Our primary purpose is to manage and continuously improve publicly funded legal assistance and to advise Scottish Ministers on its strategic development for the benefit of society.

We welcome and encourage applications from diverse backgrounds, including groups currently underrepresented in our workforce. We pride ourselves as being an employer of choice.

We are a highly ethical organisation, carrying out rewarding work that may have a considerable impact on clients’ lives. With a low staff rotation ratio, as a business, SLAB can offer a stable and secure employment package. Our total reward package includes the following: flexible working hours, remote working from home, a competitive holiday entitlement of 34 days per year (inclusive of public and privilege holidays) increasing after five years of continuous service, and a 6% contributory pension scheme. In some cases, we may financially contribute to relocation expenses for roles out with the Central Belt.

If you wish to learn more about the Scottish Legal Aid Board (SLAB) and our other direct services, please visit the [SLAB website](https://www.slab.org.uk/).

# Information about the role

The Project Tester will work as a part of the projects team beside 9 people. The main purpose of this role is to carry out prescribed tests and quality assurance activities in order to ensure that the Board’s online products and internal systems and services meet the highest quality standards.

The role is offering a unique opportunity of delivering workshops with staff members prior to deployments to help support the implementation of new systems and business processes.

The post holder will be required to work closely with wider organization including solicitors and other staff members in order to provide sufficient trainings and post implementation support. That’s including Solicitor’s registration for the Prison VC system and carry out troubleshooting when required.

You will also carry out administration duties for the Freedom of Information (FOI) request process. Ensuring that FOI’s are recorded and assigned in a timely manner and closed down as required once the response is issued.

# Main Duties and Responsibilities

* To carry out prescribed tests and quality assurance activities in order to ensure that the Board’s online products and services and internal systems meet the highest quality standards.
* To support the testing process through the development and execution of test scenarios, regression testing and test issue resolution for bespoke business software developments.
* To support the communication of issue tracking and status of testing for specified software development products.
* To create and update documentation detailing test strategies for projects requiring both project test and User Acceptance Testing (UAT)
* To create and update test scripts as well as carry out manual testing across all SLAB systems.
* To document the test results in a standard format for reporting purposes
* Assist in the maintenance of guidance and training modules.
* To provide updates on the progress of tests.
* Assist in the documentation and updating of User Stories for development.
* Administration and support for FOI’s and VC process
* Carry out training in various formats to different audiences

# KEY RESULT AREAS:

## To carry out tests and communicate your findings to Projects and the I.S. development team.

* Reporting to the Senior Projects Tester, you will sit between the developers and the business analyst, you will recreate user issues, and, analyse the results. Where practical you will record initial change requests where appropriate.
* Create test packs from the User Stories and where applicable give feedback to the Product Manager with regard to these
* Document test failures and successes compared with pre-defined criteria, in accordance with agreed standards.
* Keep test documentation up to date with results and progress.
* Create test strategies for projects.
* Use normal operating facilities, User Stories, test plans and systems documentation to identify, diagnose and report on system errors.
* Review test results and modify tests if necessary.

## To build test scripts (including automated test scripts), provide support to existing test scripts and modify when required.

* Support the business areas where required creating their UAT test packs.
* Provide one of the links between the business users, the Product Managers and the development team.
* Act as a point of contact for the business users to support questions about UAT and implementation
* Keep the online training modules up to date with system enhancements in a timely manner and review at regular intervals.
* Have experience or interest in learning Automated testing

## To provide guidance and assistance to colleagues in any aspect of systems test planning and execution. Supporting the business post deployment.

* Assist users in defining acceptance tests, in a thorough and reliable manner.
* Assist in system regression testing, maintaining project office business regression test packs.
* Provide support and guidance to business areas post deployment, liaising with both the business and IS colleagues.
* Ability to plan and estimate timescales for test pack completion
* Provide support for system walkthroughs. Help set up and create test data for the walkthrough scenario’s and attend the walkthrough presentations where required.

## Administration for FOI’s and VC

* Register FOI requests and assign to relevant person
* Chase up FOI responses
* Close FOI request and remove any documentation
* Correspond with Solicitors to guide them through VC software set-up
* Correspond with SPS to register solicitor details for VC use
* Help with issues surrounding VC set-up and use

## Training, Workshops and Support

* Carry out training for external solicitors for our LAOL system via webinar, teams or other available software
* Carry out workshops with internal staff members prior to deployments with significant change to internal system processes via webinar, teams or other available software
* Carry out post implementation support for internal staff with questions or difficulties using any new functions

## Other miscellaneous duties

* Produce progress reports for the Senior Tester and Project Office Manager.

**The Team chart**

**Business Analyst**

**Projects Office Manager**

Senior Projects Tester

Projects Tester

# Essential Criteria

*You will be asked in your personal statement to provide evidence as to how you meet the essential and desirable criteria listed below:*

* Knowledge of the principles, practices, tools and techniques of system testing
* An understanding of technical designs as well as specifications
* Familiarity , formation of User Stories and application Software
* Excellent communication skills
* Sound analytical thinking, with a proven ability to understand a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts
* Sound conceptual thinking – a proven ability to understand the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences
* An ability to identify gaps in the available information required to understand a problem or situation and devise a means of remedying such gaps
* Flexible, able to take account of new information or changed circumstances and modifying understanding of a problem or situation accordingly
* Strong attention to detail, applying high quality standards to all tasks in hand, no matter how small and ensuring that nothing is overlooked
* Logical and objective
* Able to establish good working relationships and maintain contacts with people from a wide variety of backgrounds
* A good team worker, able to work co-operatively with others, in particular end users, to achieve a common goal

All applicants must have a recent (last 12 months) criminal record check either at the application stage, or following a conditional offer of employment. For this post we are requiring Basic Disclosure Scotland. For more information about types of criminal record checks in Scotland please visit [www.mygov.scot/disclosure-types/](http://www.mygov.scot/disclosure-types/).

# Qualifications

*For jobs in Grades 4 and 5 you must hold a minimum of 3 Highers or equivalent* educational qualifications. Equivalent relevant work experience may also be acceptable.

**Additionally:**

* Practical experience of building test scripts and documenting test records
* Familiar with User Story documentation.
* Ability to pull information from business requirements.
* Familiar with bug tracking system (JIRA) and recording such defects / changes
* Familiar with MS Excel spreadsheets
* Ability to sustain a high quality of work whilst delivering to tight timescales
* Familiar with JIRA

*Please note: If you fail to demonstrate how you meet the minimum qualifications as stated above, your application will be automatically sifted out.*

# Competency required

*In addition to the specific criteria listed above, the following competencies for Grade 4 roles are also required and all SLAB’s applicants will be tested against these during the interview or assessment centre.*

**Team work**

* Knows and understands the contribution the team makes to SLAB’s performance, and Operational Plans
* Can be relied on to deliver agreed personal objectives and is aware of how their work connects with the work of others
* Builds networks and maintains good working relationships with colleagues, valuing their diversity and contribution and is open to different points of view
* Contributes views, ideas and experience to improve the team’s performance, offering and/or seeking practical help when necessary

**Self-awareness**

* Responsible for personal behaviour and is accountable for own actions, health and wellbeing
* Aware of personal strengths and takes pride and responsibility for performance at work and is responsive to constructive feedback
* Adaptable and embraces new ways of doing things, contributing ideas and energy to continuous improvement
* Takes control of personal and professional development, actively managing own Personal Learning Plan as well as supporting the development of others when needed

**People Management**

* Prioritises and agrees objectives aligned with the Operational Plan to engage staff, maximise adaptability and build capacity to deliver
* Credible with staff, creating conditions to build confident effective teams that empower, value and motivate people, managing workload and equalities
* Raises performance using constructive challenge, feedback and coaching skills, seeking support and advice from HR professionals when needed
* Aware of impact on others and creates a positive environment for innovation, learning, health and wellbeing

**Communications and engagement**

* Engages and is credible with stake-holders and is connected to a range of internal and external networks
* Communicates clear & creative ideas that meet the needs of a range of audiences, ensuring objectives & outcomes are achieved
* Produces concise, clear, well-structured written work using SLAB guidance
* Considers and communicates the impact of decisions on wider policies and programmes

**Improving Performance**

* Demonstrates ongoing use of relevant performance improvement tools and techniques including skills development
* Uses Programme and Project Management Principles effectively and proportionately
* Adapts quickly to fit skills and resources to changing circumstances and expectations
* Applies risk management principles to decision making and controls opportunities and threats to achieving objectives

**Analysis and Use of evidence**

* Use evidence to assess measure and evaluate projects and policies, considering the impact on other policies and government outcomes
* Engages with analytical specialists at appropriate stages of policy and programme development
* Interrogates analytical and management information to draw out key messages and findings to support decisions
* Organises and collates robust information from a variety of sources in decision making, sharing knowledge and information across the wider system

**Financial Management**

* Uses accurate and relevant financial data to create objectives and targets relevant to budget responsibilities
* Takes responsibility for the monitoring and controlling of expenditure
* Understands & applies the principles of Budgeting, Financial Management & Resource Accounting outlined in the Scottish Public Finance Manual
* Maintains regular contact with relevant finance staff, and knows when to seek advice from audit, risk, and procurement and finance professionals

# Interview Expenses

Travel and subsistence expenses during the selection process are the responsibility of the applicant. Following current government guidance of social distancing, the interview will be most likely arranged online using video conferencing tools.

# Starting Salary

*This job is graded as Grade 4 within SLAB, which currently has a starting salary of £25,730.*

These figures are based on SLAB’s current pay position which covers a one year pay period from 1 April 2020. Any future salary increases after 31 March 2021, either as a result of pay progression within grade 4 or other increases to salary points, are subject to Public Sector Pay Policy, Scottish Government approval of an affordable pay remit, SLAB’s negotiations with the Union on pay reviews and SLAB’s own pay policy.

**Working Pattern**

The standard working week is 37 hours in total with an unpaid lunch break of 36 minutes each day during SLAB opening hours. Flexible working may be available, but should be discussed.

**Other information**

Your permanent place of work is at SLAB, Thistle House, 91 Haymarket Terrace, Edinburgh. Please note that due to the current circumstances following the COVID-19 outbreak and government guidance on social distancing measures, as a precautionary measure you are asked to temporarily stay at home and work until further notice. This temporary period of homeworking will be regularly reviewed and will cease when it is no longer deemed to be necessary, at SLAB’s discretion, in which case you will be required to return to the permanent workplace.

For information regarding the pre-employment checks and other relevant information please review all documents attached to this job advert available on our recruitment website. Note that this information is provided for guidance only and does not form part of the conditions of employment. Further information about the Scottish Legal Aid Board (SLAB), including who we are and what we do, can be found at [www.slab.org.uk](http://www.slab.org.uk).