Senior Tester
(Corporate Services and Accounts)

Edinburgh
Starting salary from £31,510
Pro rata if part-time

We are currently recruiting for Senior Tester Grade 5 within the Information Systems and Projects Department of our Corporate Services and Accounts Directorate. This post is permanent in 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 main purpose is to manage and improve continuously publicly funded legal assistance and to advise Scottish Ministers on its strategic development for the benefit of society.

We are an ethical organisation, carrying out rewarding work that can have a considerable impact on members of the public lives. With a low staff turnover, as a business, SLAB can offer a stable employment package. Our total reward package includes the following: flexible working hours, remote working from home, the opportunity to apply for a seasonal ticket loan for public transport, a competitive holiday entitlement of 34 days per year (inclusive of public and privilege holidays) increasing after 5 years of continuous service, and a 6% contributory pension scheme is in operation, the terms of which are in line with public service pension schemes. All employees' salaries are subject to Scottish Government Public Sector Pay Policy (more information in '*Starting salary*' section).

If you wish to learn more about the Scottish Legal Aid Board (SLAB) and our other direct services please visit the SLAB website

Information about the role

Reporting to the Manager of Projects Office, the post will be responsible for the testing service within SLAB. Co-ordinating and controlling the testing workload, playing a major role in planning regression testing for each deployment and delivering training material and training to users both internal and external.

Assisting in the development process by contributing to the impact and risk assessment of system changes by learning the configuration of systems and being involved in the maintenance of standing data and simple configuration tasks.

Assisting Product Managers in building User Stories, analysing data and system design and contributing to the identification of change and improvement.

Main Duties and Responsibilities

1. Manage the Testing team and conduct testing of new and changed programmes on existing or new systems for all projects

- Construct, interpret and execute test plans of varying complexity (with expected results) to be executed by self and other staff to test the effect of the new and changed programs on existing systems and verify correct operation of completed systems
- Produce and maintain master spreadsheet for regression testing for each deployment, analysing and assessing risk of each test pack.
- Learn and understand system configurations, including Oracle Cloud to understand impact of changes on systems
- Document test failures and successes compared with pre-defined criteria, in accordance with agreed standards
- Use normal operating facilities, diagnostic tools, technical manuals, test plans and systems documentation to identify, diagnose and report on system errors
- Review test results and modify tests if necessary. Produce reports on system quality and metrics on test cases
- Provide guidance and assistance to colleagues in any aspect of systems test planning and execution
- Assign and monitor workloads to Projects Office testers
- Estimate timescales for completion of workloads
- Update and provide reports to the Projects Office Manager
- Plan and forecast workloads based on current and future Project timescales
- Provide training to staff and external users including via VC and draw up training plans

2. Analyse and document in relation to Legal Aid existing business functions, processes, information flows and data structures

- Provide support to Product Managers to investigate current business functions, processes, information flows and data structures, using methodical and consistent techniques
- Provide support to Product Managers to document all work using the required standards, methods and tools, keeping the documentation of the Business Processes and information flows up-to-date

3. Understand changes in operational processes resulting from proposed or legislative change to Legal Aid

- Establish a common understanding of legislative changes to business processes and assist in considering and developing alternative processes to achieve them
- Identify business constraints affecting options for change and discuss in users meetings, presenting issues and solutions, both verbal and written, drawing on the knowledge of "used cases" transferring it into useable information
- Assist in defining, planning and justifying (in business terms) projects to develop/implement automated and non-automated components of new or changed processes
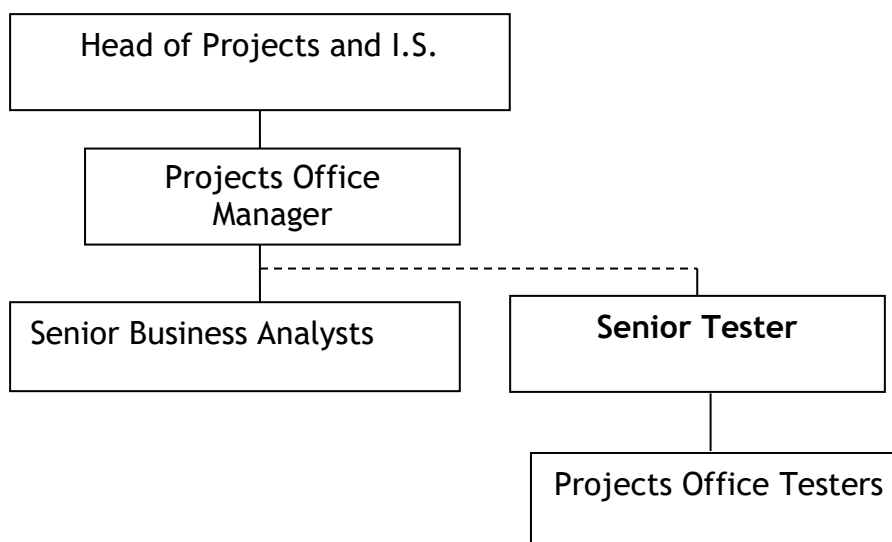
4. Seek improvements in, and implement redevelopment of, information systems, data management, processes/procedures, organisation and equipment for legal aid

- Work closely with IT developers to ensure User's Stories are fully understood and implemented effectively
- Develop Project Office system integration testing packs and assist users in defining acceptance tests for automated systems in a thorough and reliable manner
- Educate SLAB testing tools to provide effective and efficient testing against changes
- Assist in the design of user/system interfaces, including: menus, screen dialogues, inputs, reports, validation and error correction procedures, and processing rules
- Assist in the identification of common processes to aid streamlined development of systems

5. Other duties / miscellaneous

- Carry out performance related reviews with the Projects office testers
- Produce draft progress reports for both the Project Office Manager and Project Boards, and Executive Team Reports
- Act as an interface between business units, I.S. teams and Support teams
- Identify areas for improvement

Department structure

```
          ┌─────────────────────────┐
          │ Head of Projects and I.S.│
          └─────────────────────────┘
                       │
            ┌──────────────────┐
            │ Projects Office  │
            │     Manager      │
            └──────────────────┘
                       │
     ┌ ─ ─ ─ ─ ─ ─ ─ ─ ┴ ─ ─ ─ ─ ─ ─ ─ ─┐
┌──────────────────────┐      ┌──────────────────┐
│Senior Business Analysts│     │  Senior Tester   │
└──────────────────────┘      └──────────────────┘
                                       │
                              ┌──────────────────────┐
                              │ Projects Office Testers│
                              └──────────────────────┘
```

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:

- Excellent knowledge of the principles, practices, tools and techniques of system testing
- An understanding of technical designs as well as specifications
- Strong technical skills coupled with business intelligence and a deep understanding of customers' needs to transform business processes into requirement documents for use by both the Operational Business area and I.S. Department
- Experience of business analysis with respect to implementation of systems applications

- Experience of Application Development Methods and Techniques, Business Analysis Techniques and Database Software
- Excellent analytical skills with ability to analyze information, identify gaps of information, produce findings and present recommendation in a clear and understandable way to all involved partners
- Flexible and adaptable to change of circumstances and able to take account of new information which might influence the project
- Able to propose inventive and creative solutions to problems
- 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 approach to the project with ability to embrace and influence the decision making processes
- Excellent communication skills and ability to build and maintain a good working relationships with people from a wide variety of backgrounds

Desirable Criteria

- Practical experience and good understanding of the Standing Data which Projects Office are responsible for keeping up to date

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/.

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.

- Graduate calibre with relevant degree and/or professional IT qualification or qualified by equivalent level work experience
- Prince2 practitioner certificate or other Project management qualification

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 5 roles are also required and all SLAB's applicants will be testes against these if are invited for the interview or assessment centre.

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

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

Customer Service
- Knows and understands internal and external customers & how their role fits into SLAB and the wider public sector
- Understands customer needs and expectations and responds in a helpful and professional way
- Builds positive working relationships with customers and works to agreed time scales and standards of quality

- Takes responsibility to review and improve customer service, listening to and acting on feedback

Information Management
- Uses a range of corporate systems and is aware of security and organisational procedures
- Accesses, manages, stores, retrieves information through effective use of SLAB Information Systems
- Shares and presents information of all kinds in an appropriate format accurately and on time
- Contributes to the continuous improvement of Management Information Systems

Interview Expenses

Travel and subsistence expenses during the selection process are the responsibility of the applicant.

Starting Salary

This job is graded as Grade 5 within SLAB, which currently has a starting salary of £31,510.

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 2020, either as a result of pay progression within grade 5 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

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.