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### **Job Description**

**Job title: Test Analyst**

**Grade: 7 Post number: GLA3503**

**Directorate: External Affairs**

**Unit: External Relations**

**Job Purpose**

To ensure development work on London.gov.uk and associated digital products meets user needs, satisfies its acceptance criteria and offers a consistent and good user experience.

To document, maintain and conduct a suite of regression tests on a regular basis - systematically checking digital products for new failures/conflicts/bugs.

To champion the user, ensuring the best digital experience for the diverse audiences of London.gov.uk. To act as the first point of contact for any concerns relating to digital products not functioning as expected.

**Principal Accountabilities**

1. Rapidly test and feedback on newly developed functionality to validate that it meets requirements, acceptance criteria and user needs. Ensure it is consistent with the GLA’s digital products and meets well established web usability and accessibility conventions and standards.
2. Conduct systematic regression tests before new code is deployed to live products. Ensure these complement existing automated tests. Offer a confident sign-off at the end of sprint cycles.
3. During projects involving the merging or moving of products, carefully ensure content and data have been migrated correctly – checking for consistency between the original source and the new.
4. Test integrations of systems, applications, sites, widgets and iframe content. Ensure the display of content on our digital products matches that of the source.
5. Regularly conduct compatibility testing across commonly used browsers, operating systems and devices to ensure products perform consistently and correctly.
6. Log, prioritise, track and sign-off bugs, faults and stories within agile project tracking applications.
7. Maintain knowledge and skills in accessibility and usability to ensure products remain easily usable by all audiences.
8. Help develop testing skills within the Digital team and across City Hall’s Product Owners and digital leads.
9. Assist technical colleagues with the setting up of automated testing and test scripts.
10. Communicate clearly and with the required level of detail. Confidently challenge, constructively feedback recommendations and voice potential improvements.
11. Champion the use of agile, open source software and user-first, mobile-first principles across the organisation. Be transparent with results and encourage engagement in our work.
12. Manage staff and resources in allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards
13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams
14. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities

**Dimensions**

**Accountable to:** Digital Product Manager

**Accountable for:** Resources allocated to the job

**Principal contacts:** Developers, Digital Team, Technology Group, Delivery Manager, Product Owners, officers across the organisation, contractors and external suppliers.

**PERSON SPECIFICATION**

**Technical Requirements/experience/qualifications**

* Background in testing digital products and experience in conducting functional and user acceptance testing.
* Proven ability to document, maintain and conduct regression test steps prior to the deployment of new code.
* Ability to communicate assertively, clearly and with detail. Experience logging and prioritising tickets.
* Experience in checking migrated content and integrated products.
* History of working in agile sprint cycles. Able to prioritise, manage and track own tasks and workload.
* Working knowledge of standards and guidelines relating to web accessibility, government digital services and best practice digital conventions.
* Thorough understanding of the latest digital trends, practices and directions.
* A working knowledge of a range of digital and collaborative tools, including those focused on ticket and sprint management, project planning and screen recording.
* Additionally, proficiency in a scripting language, such as Python, would be desirable.

**Behavioural competencies**

**Communicating and influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators:

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**Decision Making**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators:

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them
* Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators:

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 3 indicators:

* Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
* Actively challenges the status quo to find new ways of doing things, looking for good practice
* Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
* Initiates consultation on opportunities to improve work processes
* Supports the organisation to implement innovative suggestions

**Responding to Pressure and Change**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 indicators:

* Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
* Anticipates and adapts flexibly to changing requirements
* Uses challenges as an opportunity to learn and improve
* Participates fully and encourages others to engage in change initiatives
* Manages team’s well-being, supporting them to cope with pressure and change

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.