As a Senior Test Analyst, your role is to work with colleagues across whg to plan, manage and execute testing for new software, system changes and upgrades.

You will define and document test scenarios and acceptance criteria, and carry out testing throughout the development and implementation lifecycle, both exploratory and scripted, using a variety of tools and techniques, covering both functional and non-functional requirements.

You will define types of testing appropriate to each stage of a change, such as stress, regression, integration and performance tests, ensuring the use of appropriate techniques, methodologies and tools, as agreed with the Application Architect.

**What are my key responsibilities?**

Work with the Application Architect to define and maintain a test methodology, ensuring it remains fit for purpose, up-to-date and reflects current test practices.

Create and maintain automation technologies for integrated test suites, and regression testing, ensuring the value of the outputs are continuously maintained.

Work closely with and be responsible for the Test Analyst(s) to ensure high performance, implementation of testing and successful execution of duties.

Deliver testing activities as per the testing and project methodologies.

Work with the project team, development team, applications team and business stakeholders to define and document test scenarios, test cases and acceptance criteria.

Work with the development team to create DevOps epics, features, user stories and bugs independently.

Plan, schedule and manage testing in accordance with timescales agreed with stakeholders.

Create and maintain comprehensive test documentation including test plans, test execution reports, defect reports, issue logs and test closure reports.

Carry out exploratory and scripted testing throughout the development and implementation lifecycles, using a variety of tools and techniques, covering functional and non-functional requirements (i.e. performance, scalability, stability, vulnerability and reliability).

Guide, support and manage user representatives through acceptance testing to ensure they carry out tests effectively.

Report and provide updates to all key stakeholders on testing progress and outcomes.

Communicate all issues identified to allow appropriate business decisions and action(s) to be taken if testing and delivery will be impacted as a result.

Manage relationships with all key suppliers and liaise with them to resolve issues and defects raised during testing phase.

Ensure solutions are delivered in a timely, effective fashion and adequate responsive support is provided when required.

Support project sponsors to perform post-project reviews, analyse issues that occur and promote continuous improvement through lessons learnt.

Data set up and configuration for software deployments to test and acceptance environments.

Deep dive investigation into test result issues to ensure a solution is reached before it is handed back to the business area.

Continually evaluate whg’s testing procedures as part of the wider Project Process/Methodology and make recommendations for service improvements.

Mentor/develop colleagues across the IT team and wider business on test strategy, assessing which tests will be appropriate and teaching them how to analyse these scenarios to ensure effective coverage.

Deliver against Key Performance Indicators and individual targets.

**Relationships**

You will report to the Application Architect.

You are required to support and engage with different parts of the organisation, working across teams and at various levels. You will develop and maintain effective working relationships, which will enhance service delivery, working collaboratively with teams in your designated area of responsibility and the wider organisation to create a one team approach.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as a Senior Test Analyst, specifically:

* ISTQB or ISEB Certified Tester at Manager level or equivalent qualification or experience.
* Knowledge of the test life cycle and test activities.
* Knowledge and experience in creating plans, test scenarios, test cases, test execution reports, defect reports, test closure reports and test scripts using standard testing techniques.
* Experience in manual testing and executing test scripts.
* Experience in system testing, integration testing, UAT testing, sanity testing, end to end testing, performance testing, functional testing and non-functional testing.
* Experience of testing desktop, web, mobile and data integration solutions.
* Knowledge and experience of the defect management process, logging, tracking and escalating defects/issues through to resolution.
* Experience of working in an Agile/Scrum environment and knowledge of the scrum methodology.
* Experience with automated testing methodologies / frameworks (e.g. Selenium, Maven, Jenkins).
* Knowledge and understanding of related standards including OWASP, GDPR and Technical Design Standards.
* Excellent written and verbal communication and stakeholder management skills.
* The ability to take the lead on delivering group sessions e.g. sprint review/retrospective.
* Demonstrable leadership, organisational and planning skills with the ability to share knowledge with colleagues at all levels.
* Ability to produce clear and concise documentation, management information and service improvement proposals.

**Ideally you will also have:**

* A desire to drive continuous improvement for IT testing provision
* Experience of motivating colleagues, irrespective of their position

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner. You will also be self-motivated and accountable with the ability to work across teams

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develop and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in our 2030 plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |