As a 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, ensuring the use of appropriate techniques, methodologies and tools, as agreed with the Application Architect and Senior Test Analyst.

**What are my key responsibilities?**

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

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

Deliver testing activities as per the testing and project methodologies.

Work across teams to define and document test scenarios, test cases and acceptance criteria.

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

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

Create and maintain testware as appropriate, including test plans, test scripts, test data and traceability.

Carry out exploratory and scripted testing throughout the development and implementation lifecycles, using a variety of tools and techniques.

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.

Thoroughly investigate, and 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.

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.

Deliver against Key Performance Indicators and individual targets.

**Relationships**

* You will report to the Application Architect, with workload and day-to-day activities agreed with the Senior Test Analyst.
* 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 Test Analyst, specifically:

* ISTQB or ISEB software testing certification or equivalent qualification/experience.
* Knowledge and experience of the software testing life cycle and related activities.
* Knowledge and experience of different types of testing, such as integration testing, system testing, exploratory testing, UAT and non-functional testing.
* Experience of creating test plans, test scripts, defect reports and other relevant test-related artifacts using recognised techniques and standards.
* Knowledge and experience of the defect life cycle, from logging defects through to resolution.
* Experience of testing desktop, web, mobile and data integration solutions.
* Experience of working collaboratively in an Agile environment and knowledge of the Scrum/Kanban methodology.
* Ability to analyse, refine and identify business requirements.
* Ability to design test scripts to mitigate risk.
* Experience of creating, executing and maintaining test scripts.
* Experience of running manual and automated tests.
* Knowledge and understanding of techniques and tools used in automated testing (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.
* 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.
* Knowledge of functional and non-functional requirements (e.g. performance, scalability, stability, vulnerability and reliability).

**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. |