

Role profile: Information Technology

Job Title: Software Tester

Department: Technology

Reports to: John Knowles, Head of Product

Responsible for (if applicable): QA of software and devices; including and not limited to Customer Portal, ARC software, Mobile Apps and lone-worker devices.

Overall purpose of the role:

Peoplesafe offer safety related products and service to a large number of UK companies and it is vital that these are robust and fit for purpose, in order to protect the safety of our clients and their workforces. We are looking for a full time QA to join the information Technology team and work closely with the Product Team, Development team and wider business to ensure that our Web Based Software, iOS and Android Applications, and range of personal Safety Devices of great quality and provide a great user experience.

Key Responsibilities

- Reviewing software requirements to understand the product objective
- Work with the Product Team to understand the use cases and acceptance criteria
- Create a test plan and test steps as needed
 - To fully test all aspects
 - Test process flows
 - Test for usability
- Undertake edge case testing and non-happy path testing
- Raise defects and improvement requests, working with the Product Team and Development team
- Preparing reports on all aspects related to the software testing carried out and reporting to the Product team
- Interacting with the wider business to gain the full picture of any issues raised externally
- Participating in design reviews and providing input on requirements, product design, and potential problems
- Plan testing schedules
- Carry out stress testing, performance testing, functional testing and scalability testing
- Maintain and execute both manual and automated tests
- Test in different environments including web and mobile
- Review documentation
- Work towards departmental and project deadlines
- Troubleshoot and problem solve
- Work on multiple projects at one time
- Liaise with project teams in other parts of the world
- Communicate findings to technical and non-technical colleagues.

Role Experience and Skills Profile

| | |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Experience | <ul style="list-style-type: none"> • Minimum of 3 years' experience in software QA • Positive attitude and a strong commitment to delivering quality work • Effective communication skills (written and verbal) • Experienced in Agile methods and ways of working • Exposure to multiple, diverse technologies and processing environments • Attention to detail • Analytical mind and problem-solving aptitude • Strong organizational skills • Self starter |
| Skills & qualification | <ul style="list-style-type: none"> • Relevant qualification in Computer Science or Software Quality Assurance |
| Personal style and behaviour | <ul style="list-style-type: none"> • Well organized, focused and productive • Ability to prioritize workload effectively and deliver to agreed timeframes • Good team player • A personal drive and ambition to succeed in the face of adversity, to focus on goals and an approach that fosters continuous improvement of the individual and the team. • Excellent written and spoken communication skills, able to produce instructions and procedure documents, able to communicate clearly over the telephone or face-to-face and maintain IT department's commitment to customer excellence. |

Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.
