



Job Title: Tester

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Strong exploratory testing experience using test charters to focus test sessions ▪ Experience of testing web applications including aspects such as multi-browser, accessibility, regression and usability testing ▪ Proficiency in software testing techniques, testing tools, incident/defect tracking systems and other test-support tools ▪ Experience of working as part of an agile software delivery team ▪ Knowledge of .Net stack application development ▪ Strong working knowledge of SQL and experience with MS SQL Server databases ▪ Experience in investigating issues and gathering information to aid fault resolution 	
Education, Qualifications & Training	<ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience 	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Ability to design, execute and report on tests developed from user stories and product risks ▪ Strong analytical and trouble shooting skills ▪ A structured and methodical approach to testing activities ▪ Excellent communication skills including the ability to interact well with both technical and non-technical individuals and groups ▪ Excellent customer service skills. ▪ Ability to work under pressure and meet targets. ▪ Ability to work at a high level of accuracy. 	

Key Performance Outcomes	Description	
Team Working	<ul style="list-style-type: none"> ▪ Demonstrates an interest in and understanding of others. ▪ Adapts to the team and builds team spirit. ▪ Listens, consults others and communicates proactively. ▪ Demonstrates integrity. ▪ Contributes to the shared vision and purpose and shares this effectively. 	
Effective Communication	<ul style="list-style-type: none"> ▪ Ability to prepare reports and other written communication to a high standard. ▪ Ability to express ideas clearly and concisely and to adapt communication to suit different audiences. ▪ Ability to form constructive working relationships with people at all levels in the organisation. ▪ Articulate and positive communicator on a one to one basis and in larger groups. ▪ Regularly communicates with and ensures they are accessible to their team. ▪ Ability to manage conflict. 	
Objective Decision Making	<ul style="list-style-type: none"> ▪ Demonstrates analytical and systematic approach to problem solving. ▪ Considers the wider context in which the Care Inspectorate operates. ▪ Works in a systematic, methodical and orderly way. 	
Flexibility	<ul style="list-style-type: none"> ▪ Works productively in a high pressure environment. ▪ Adapts to changing circumstances. ▪ Accepts new ideas and change initiatives. ▪ Adapts interpersonal style to suit different people or situations. 	
Improvement Focus	<ul style="list-style-type: none"> ▪ Focuses on customer needs and satisfaction. ▪ Ability to identify gaps in performance and make appropriate suggestions for improvement. ▪ Ability to use knowledge and experience to gather and 	

	<p>consolidate information to make appropriate improvements.</p> <ul style="list-style-type: none">▪ Demonstrate initiative, drive and determination to complete tasks and achieve objectives.	
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Please note – these are key performance outcomes to be used to recruit into the role.