**Candidate Information**

**System Tester and Documenter, Scotland**

|  |  |
| --- | --- |
| **Salary:** | Grade E: £22,389 per annum (pro rata for part time hours) |
| **Hours:** | Full time hours are 37.5 hours per week  This position can be either full time hours as above or from 30 hours per week upwards. We are happy to consider working hours and times to suit individual circumstances. |
| **Contract:** | Permanent |
|  |  |
| **Disclosure:** | PVG Scheme is not required. |
|  |  |
| **Base:** | Home based within reasonable travelling distance of Edinburgh. |
|  |  |
| **Travel:** | This role will involve regular travel into our Edinburgh based office and may involve travel to other Sustrans offices. |
|  | A key part of being the Charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for the majority of their work journeys. We support this with access to a Sustrans bicycle pool and National Standards Cycling Training. |

**Job or Project Specific Information**

The role will primarily focus on the development of the Project Portal, our in-house bespoke grant management platform. The role will require testing new versions of the system, creating and utilising automated testing scripts, and assisting in the creation of User Guide content. The role will likely expand into providing training to colleagues and assisting in the documentation of processes where they overlap with the Project Portal system.

|  |  |
| --- | --- |
| **Where this role sits in the structure:** |  |

**Job Description - About the Role**

**Overview**

This role will be the lead in user acceptance testing (UAT) new functionality on the Sustrans Portal system, and in creating automated testing scripts. The post holder will provide feedback to the developers, and update user documentation to reflect any changes made to the system. The post holder will use software such as TestCafe Studio, Camtasia, Visio and Office 365, and will use JavaScript as part of the automated test script creation.

|  |  |
| --- | --- |
| **Where this role sits in the structure** | Reporting into the Lead Web Developer and DBA, Scotland.  Working closely with Web Developer (Scotland), Data Analyst (Scotland).  This role does not have line management responsibility. |

**Key Responsibilities**

Responsibilities may include:

1. To act as the primary user acceptance tester for Portal developments.
2. To help create automated-testing scripts.
3. To update and create user documentation for internal and external users of the system.
4. To create video tutorials for key tasks users need to undertake on the Portal.
5. To filter user support requests and either allocate technical request to the relevant programmer, or respond directly on assistance requests via phone and email by providing instructions on how to complete tasks on the Portal
6. To develop training programmes for colleagues and help deliver that training.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we shall provide comprehensive training and support.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

|  |  |  |
| --- | --- | --- |
|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Experience creating user documentation (ideally including videos). |  |  |
| Some experience testing websites or software. |  |  |
| Some programming experience, ideally in relation to the creation of testing scripts. |  |  |
| **Skills and Abilities** |  |  |
| Ability to think laterally and to put yourself in the mind of someone with less IT skills. |  |  |
| Ability to create engaging user documentation copy. |  |  |
| Good verbal and written communication skills. |  |  |
| **Specific qualifications/ training required** |  |  |
| Degree or equivalent work experience that includes software testing **and/or** documentation writing |  |  |
| **Specific knowledge required** |  |  |
| Some practical programming experience is desirable, ideally using JavaScript. |  |  |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future we will consult with the post holder before doing so.

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.