

Role profile

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| **Role title**  | Application Support Consultant -Testing  |
| **Department and directorate**  | Technology Services / Finance & Corporate Services  |
| **Job family level**  | All BMA Grade 6  |
| **Reports to (job title and name)**  | Developer Team Leader  |
| **Direct reports (job title and name)**  | None  |



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| **Summary – purpose of the role**  |
| *Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z)* |

The purpose of the role is to test customer and internal facing IT solutions to ensure they meet business requirements and business needs. The post holder will need to understand in detail BMA Business systems across a spectrum of technologies and platforms. The Application Support Consultant – Testing will translate business requirements into testing deliverables and will deliver technical testing, on time, on budget, and to agreed quality standards.

* To manage day-to-day relationships with Applications Support peers, Architecture, Development and Data & Integration teams
* To provide specialist support and guidance on areas of technical expertise.
* To support and facilitate the roll out of automated testing.
* To provide advice to users on specific system requirements.
* To analyse the impact on the business of certain user requirements.
* To undertake Regression and Exception testing on new database builds.
* Deliver quality technical products and standard documentation as directed.
* Flexible with the ability to prioritise workload
* To support system testing of BMA end user computing and web based systems
* To support staff with User Acceptance testing.
* To produce summary and detailed ad-hoc reports
* To Quality Assure development by producing test scripts
* To write user guides for specific applications and reference articles of the Auditors.
* To administer the day-to-day running of testing and code control, and changing the configuration, as and when required.

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| **Skill (level and breadth of application)**  |
| *What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?* *How far does the role extend out across the organisation, e.g. confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, e.g. resolving people’s IT problems, collecting information on key research items or advising members on a particular issue.* |

* Educated to Degree level
* 3 years+ experience in a testing role
* Proven experience in a similar role
* Good analytical skills
* Understanding of development methodologies like Agile Software Development.
* Understanding of test automation processes and tools.
* Strong communication skills, with the ability to articulate and provide clear, concise guidance on risks, issues and benefits
* Experience of database design and development and the data held. Understand physical and logical data models.
* Experience of delivering test automation for end user computing and web based applications
* Working across a mix of complex parallel developments
* Working across a mix of technology platforms and environments
* With a personal track record of delivering solutions in partnership with a range of business and technical owners
* Effective time management and co-ordination of priorities.
* Strong communication skills, with the ability to articulate and provide clear, concise guidance on risks, issues and benefits.

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| **Intellectual demands (complexity and challenge)**  |
| *What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (e.g. undertaking original research and analysis or seeking specialist advice)?* *To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (e.g. adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).*  |

* To define and input test data into the test environment ensuring accuracy of data before use.
* To provide documentation of scripts and reports on test results as and when required and analyse and resolve defects.
* To improve current automated test scenarios where possible and suggest improvements to test practices and provide training on best use of test tools
* To define and input test data into the test environment ensuring accuracy of data before use.
* To take ownership of assigned Problems on behalf of the team, ensuring that production issues which are escalated are appropriately prioritised, owned and addressed.  Creation and Run of Annual Renewals tests every year  Investigation of data issues raised by the business.
* Create and follow standard procedures
* Design, build & execute test cases using Microsoft Test Tool.
* Develop and run regular data extracts.
* To support the release of technical changes as part of the successful transition to Applications Support

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| **Judgement (independence and level and impact limitations)**  |
| *What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (e.g. expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (e.g. giving advice to others)?* *Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (e.g. what impact does the decision-making have on the performance of the team/section/department/organisation)?*  |

* Much of the daily work is self-planned and self-managed.
* Working to strict deadlines, planning for system deadlines which may be short or long-term
* Planning cycle varies depending on the nature of work and design on a CRM system
* Role operates within guidelines with ability to make decisions on reports, data fixing, mailing files etc.  More complex projects need approval

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| **Use of resources (supervision of resources and influence)**  |
| *What responsibility is there for managing people, equipment, budgets, resources, customer’s welfare or confidential information? If this is a staff management role describe what is involved, e.g. staff reporting, staff development, appraisal, leading a department or the allocation of work.* *How does the role fit within the organisation, e.g. support role, team member, team leader, specialist policy adviser, or leading major areas of core business?*  |

* Working as part of the development and operations team, work will be distributed by the developer team leader
* Co-ordinate with developers for any software failures
* System Testing varies depending on Tasks released to System Test by Developers

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| **Communication (level, internal and external demands and significance)**  |
| *What people are typically contacted (regardless of the medium)* ***inside*** *the Association, e.g. immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal noncommittee membership and doctors are external (see below)* *Who is in regularly contact with the role holder* ***outside*** *of the Association, e.g. members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?* *What is the purpose of these contacts, e.g. conveying information, gathering data?*  |

* Direct contact with MPR, Marketing and Finance as well as other departments, depending on support tickets or project.
* Co-ordination with Developers and End Users in membership, Marketing and Finance.
* Good interpersonal skills to facilitate contact with departments across the BMA, resolving any unclear requests/questions/requirements.
* Contact with external companies for support issues with their software.
* Contact with external companies that data is provided for.
* Attend weekly team meetings to discuss progress and forthcoming work/projects.  To produce weekly report on System Testing and project progress

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| **Physical demands & coordination (physical effort and mental strain)**  |
| *Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?*  |

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| **Working conditions and emotional demands)**  |
| *What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?*  |

* Some flexibility is required to accommodate maintenance and upgrade work. Some of the work is scheduled for the weekends/Bank holidays to minimise any impact that may impact the running of the business and to allow extra time to recovery systems so that they are back and running for start of business on Monday.

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| **BMA competency level required**  |
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The post holder is expected to execute their role in line with our five organizational values. These are currently being translated into behavioral indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:

* + We are **leaders** because:
		- We strive to always improve.
		- We take responsibility for our actions.
		- We collaborate with each other and work as one BMA for the good of our members.
		- We are proactive and prepared to guide our members and each other.
	+ We are **experts** because:
		- We understand our members
		- We draw on our collective experience and knowledge to solve problems.
		- We use our insights and research to make decisions.
		- We provide accurate, credible, relevant and engaging information.
		- We recognise our strengths and act upon them.
	+ We are **committed** because:
		- We listen to our members and put them at the heart of everything we do.
		- We are respectful, inclusive, open and honest with our members and each other.
		- We approach everything we do with confidence and sensitivity.
	+ We are **reliable** because:
		- We deliver on what we say we will do.
		- We are accessible and approachable.
		- We build trust by being consistent and supportive.
		- We are positive and decisive whatever the situation.
	+ We are **challenging** because:
		- We fight, ethically and fearlessly, for the interests of all our members.
		- We work as a brave, assertive and effective champion for high quality health.

services and the advancement of the profession.

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| **Sign-off**  |  |
| Manager:  | Date:  |
| Role holder:  | Date:  |