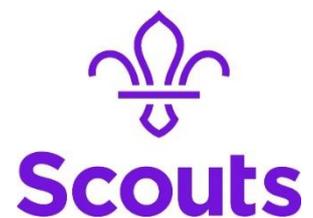


**We need  
people  
who are  
great with  
people.**



# **Applicant Information Pack**

## **Quality Assurance Analyst**



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# Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Commissioner



Matt Hyde, Chief Executive

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**'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'**

**Carl Hankinson, UK Chief Commissioner**

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Scout Ambassador, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levy Roots (third from left) with our Scouts at 10 Downing Street, London UK

# You'll be helping change young people's lives. But what else is there for you?

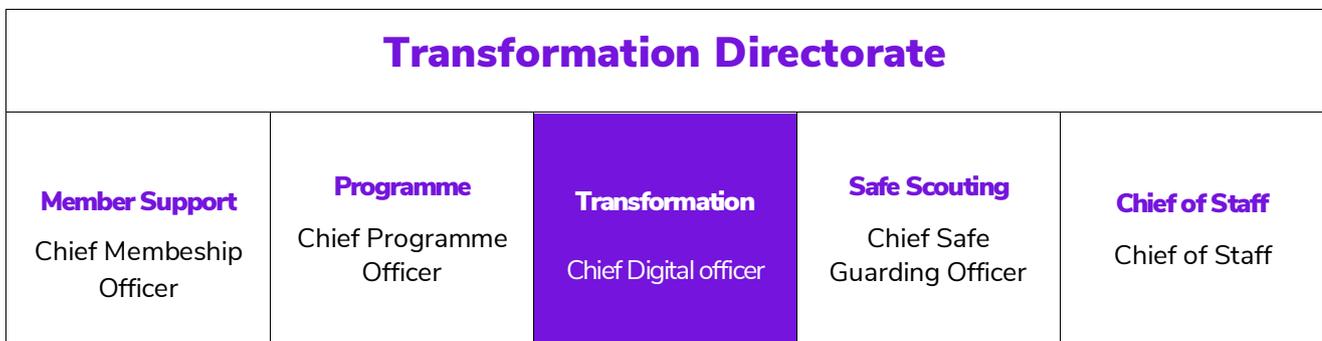
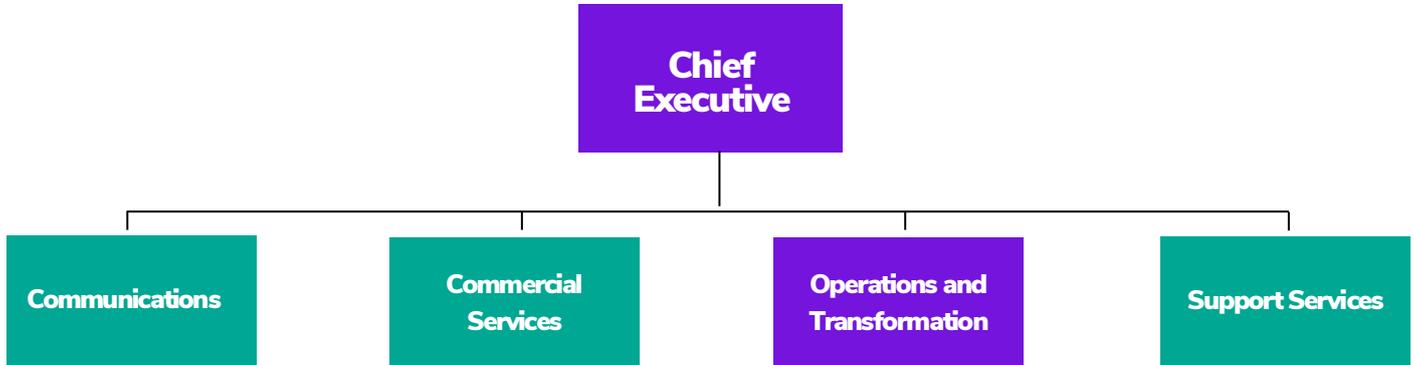
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 25 days holiday a year, plus bank holidays rising to 28 days after two years, then increasing again to 32 days after five years (and we don't insist you go camping)
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working – this'll be opening soon

## Want to know more?

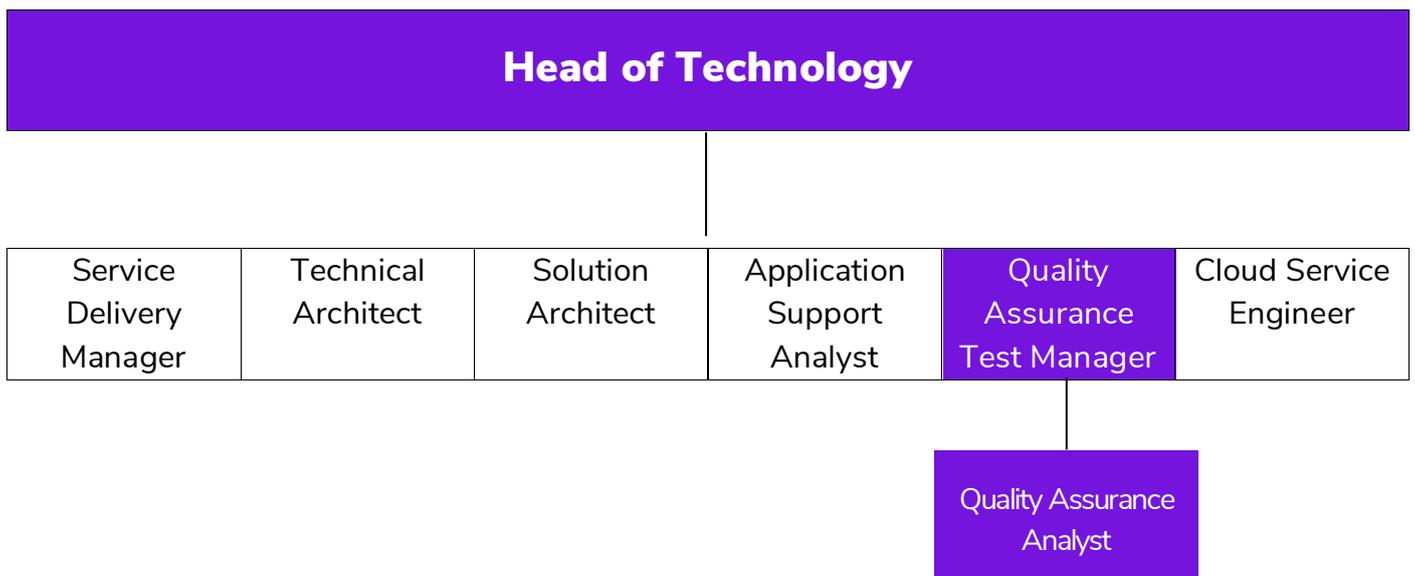
Check out our [benefits page](#)

# How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into four directorates:



## Digital Transformation Team Structure:



# We're the Transformation Team.

## We're doing well, but you can help us do better.

The Scouts are in the middle of an exciting Digital Transformation. By 2025, our digital strategy will make volunteering for Scouts **easier**. It'll help volunteers carry out their roles in a more **enjoyable** way, allowing them to focus on the things that matter most, from delivering great programmes to running groups and supporting others. All this will **empower** our volunteers and staff from every background to create more opportunities for more young people to gain skills for life, helping deliver our strategy. We'll embed our digital principles into everything we do.

One of our key objectives is to make a step change in our work to embed data and insights in everything that we do. We are excited to create this new role which will help to put this work into practice, and we look forward to hearing your fresh ideas and to help us drive forwards best practice in data and insights, working very closely with our Safe Scouting team. The data and insights that you provide will be critical in helping to ensure that we can keep improving our processes for keeping young people safe in Scouting. The Scouts recognise the high value of their data assets and are undergoing a journey to better utilise data and data analysis to serve the organisation's strategic goals. This role forms a key part of this transformation, enabling capacity to serve the current needs as well as plan and change for the future.

Our team is rapidly growing, and we're really proud of what we've achieved during the pandemic. We've got a lot more to do. We are a team who are confident in our areas of expertise but also open to learning, creative in practice, and always caring and supportive in our approach. Find out more about [the Transformation team](#).

This is a really exciting and pivotal role to help us deliver our organisation's Skills for Life Strategy, and to help us bring about digital transformation across The Scouts. We'd love to hear from you!

Lara Burns  
Chief Digital Officer



# About the role

<b>Responsible to:</b>	Quality Assurance Analyst
<b>Department:</b>	Transformation
<b>Base Location:</b>	Gilwell Park, Chingford, E4 7QW
<b>Role supports hybrid working:</b>	Yes – <a href="#">click here</a> for further details
<b>Term:</b>	12 months Fixed Term Contract
<b>Salary:</b>	£32,000 per annum, Band E, Level 3, inclusive of Market Supplement & Outer London Weighting
<b>Hours:</b>	35 hours per week
<b>Line Management Responsibility:</b>	None
<b>DBS:</b>	Basic

## What's expected?

You will be passionate about quality and achieving great outcomes for our users. Working with our staff, volunteers and suppliers (both on and off-shore teams), you will develop Test Strategies, ensure they are executed to the highest quality, plan and support test phases, and quality assure the output of our suppliers and delivery teams.

As the QA Analyst you will play a critical part in this transformation as new systems and platforms are rolled out to meet Quality objectives.

This is a unique chance to bring your skills, experience, and passion for high quality outcomes to a growing and prestigious organisation.

The digital transformation you help to deliver will support nearly half a million young people every week as they gain skills for life through Scouts.

# Key accountabilities

- Review and analyse requirements, specifications, and technical design documents, providing timely feedback
- Develop detailed, comprehensive, and well-structured test cases understanding requirements, acceptance criteria and solution to identify software problems
- Document results of tests for the software development team
- Identify and report issues found, then verify that issues are resolved
- Perform regression testing ,end to end, functional and non- functional testing
- Recommend improvements in software to enhance user experience
- Works together with the software developer to enhance and improve programs
- Reporting of test progression to project team and QA Manager

# About you

## Skills and abilities

- Exceptional attention to detail
- Excellent analytical and problem-solving skills
- Good oral and written communication skills
- Great team player and able to work efficiently with minimal supervision
- Adapting the end-user perspective to predict the final user scenarios of product use
- Persuasion and negotiating skills

## Knowledge, experience and qualifications

- Experience of working in an Agile development environment, Software testing methodologies
- Experience of cross browsers testing /Platform testing tool like BrowserStack
- Experience of creation and execution of Agile manual test scripts
- Experience of writing automation tests/API testing

- Demonstrable experience in creating and following Test plans
- Experience of CI pipelines
- Experience both working internally and with 3rd party providers
- Familiarity with CRM/SQL
- Familiarity with writing acceptance criteria in Cucumber
- Familiarity with Azure Dev Ops

## Personal qualities

We expect this role to:

- Commit to supporting young people to be their best through the work of the Scouts
- Show a passion for creating solutions with outcomes that meet our users' needs
- Have initiative to pre-empt problems and think creatively to recommend solutions
- Show flexibility, resilience, and willingness to learn at all times
- Ability to create passion and drive momentum in others
- Recognise the importance of a personable and professional approach
- Show an understanding and commitment to promote equal opportunities, safeguarding and diversity

## How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application via the Smartsheet link on [our jobs page](#) by 11.59pm on Wednesday 25 May 2022.

**We reserve the right to close the advert early should we receive sufficient applications.**

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

[Interviews will be held week commencing Monday 30 May 2022.](#)

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact [Prema.Ramsundhar@scouts.org.uk](mailto:Prema.Ramsundhar@scouts.org.uk) to set up a call or virtual meeting.

