

Job Description

Job Details

Job Title:	Test Analyst
Band:	5
Directorate:	Corporate Services
Department:	Digital Data and Technology – Information Technology

Delivering our Aims by Living our Values



Our Values are the Values of the NHS

Our vision

An inclusive society where the importance of mental health and wellbeing is universally understood and valued

Our mission

To become a recognised centre of excellence and expertise in mental health and learning disability within the next five years

Our aims

- Delivering consistently high quality care and treatment
- Ensuring our services are driven by the voices of people who use them
- Building a reputation as a recognised centre of excellence and expertise
- Attracting and retaining talented people and to create a great place to work, with a shared sense of pride and ambition
- Challenging discrimination and stigma and to champion recovery, inclusion and wellbeing
- Being an efficient, thriving and successful organisation with a sustainable future.

Job Purpose

This post is critical to the safe development, implementation and operation of applications used in the Trust, including Electronic Health and Care Records, Virtual Consultation and Engagement Platforms, and business applications.

The post holder will design, create and undertake complex software and hardware testing processes, discovering any test issues, functional issues, non-functional issues, and undocumented features, maintaining a testing knowledge base by product or product family to support:

- Assurance and quality gateway reviews thorough evidence of the achievement or otherwise of agreed quality criteria
- Identification of potential hazards to be clinically evaluated in accordance with DCB0129/0160
- Creation of roadmap candidates and priorities in partnership with vendors
- A history of issues and workarounds to support upgrade planning, and regression testing

The post holder will ensure organisational policies relating to test activities are followed within all test activities, achieving the required level and type of testing activities based on solution criticality, potential hazard, and organisational familiarity or past performance.

The post holder will actively engage user representatives to undertake User Assurance Testing, to ensure that business processes articulated have been translated into functionality and not compromised by any remaining test issues. Will work closely with vendors and their representatives, and wider user group to identify causes and where necessary influence vendors to add or prioritise solutions in their development roadmaps.

The post holder will support clinical safety officers, business analysts, project managers, programme managers, and key stakeholders in the consideration of highly complex and novel issues encountered by our diverse organisation.

Duties and Responsibilities

Communication and Working Relationship Skills
<p>Provides relevant and timely specialist advice and guidance on functional and non-functional testing approaches and their application to specific solutions or scenarios.</p> <p>Work with members of the application support team and key stakeholders to investigate causes of any issues in live service.</p> <p>Required to maintain constructive relationships with a broad range of internal and external stakeholders.</p> <p>Facilitate relevant internal and external working groups/projects, and test activities which may include complex, sensitive, political, and contentious information with the aim of completing a fully robust test process.</p> <p>Communicate information, risks, issues and dependencies, including briefings and reports to Project teams, sponsors and a range of internal and external staff.</p>

Analytical and Judgemental Skills

Undertake detailed analysis of products and operating processes requiring high levels of concentration.

Update, maintain, organise, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice.

Monitor and tracking risks and issues tracking mechanism and its proactive resolution and escalation processes.

Provide coordination of and participation in relevant meetings, reporting attendance and providing information advice and support where required.

Planning and Organisational Skills

Develop a wide range of testing and user assurance testing interventions to gather all necessary evidence to be able to confirm the specific needs of the service are met, contribute to quality assurance gateways, and evaluate the effectiveness as part of capability reviews.

Organise the team and personal contribution to deliver against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.

Responsibility for Patient/Client Care, Treatment and Therapy

This role does not deliver direct patient care, but their actions may have significant impact for care delivery including the potential to cause, or extend exposure to clinical hazards.

The impact of the introduction of new systems, or the changes in the development of patient pathways through pathway redesign, often the potential within each system must be understood, and translated into test approaches supporting the use of digital systems and high quality and safe patient care

Responsibility for Policy and Service Development Implementation

Facilitates others through service development, quality improvement, and business change processes. Participates in interpreting National and Organisational policy, and the translation into testing procedures and guidance.

Responsible for the ongoing evaluation of policy compliance, effectiveness and efficiency of the Team, and contributing to the evaluation of the service.

Responsibility for Finance, Equipment and Other Resources

A major job priority is to ensure that information systems and applications are confirmed competent through testing the development or configuration enabling efficiency, efficacy and safety of practice.

Deliver against organisational and departmental financial and resource utilisation objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.

Continually strive to maximise the knowledge of users of digital platforms, to contribute to achieving stated benefits and demonstrating enduring value for money and greater efficiency.

Able to approve invoices/orders up to £1,000.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

Manages project resources on a day-to-day basis within project workstream teams to undertake activities such as user acceptance testing, regression testing, and hazard identification processes.

Responsibility for Information Resources and Administrative Duties

Responsible for ensuring effective testing of service designs to ensure continued operation of multiple business critical, and safety influencing systems.

Responsible for the identification of weaknesses in disaster recovery processes through pre-deployment testing (volume and performance, and business continuity and disaster recovery tests, as well as annual BCDR tests. May be required to act in extremis during an incident.

Expert in 'safety by design' approaches and how to test these to ensure the minimum of clinical and business risk is present or mitigated to as low as practicable.

Thematically reviews issues and faults, analysing opportunities for greater resilience, avoidance of risks, and methods to increase the efficiency and effectiveness of remediation.

Provides expert advice on solution development potential and current configuration and tailoring options to meet stated business requirements, or to overcome business problems..

Responsibility for Research and Development

Undertakes audits and surveys of user satisfaction, experience and outcome measurement, providing routine analysis and reporting within the service delivery context.

Will lead testing of solutions prior to implementation, as well as ensuring full regression and functional testing of upgrades, particularly in the period of user acceptance following the upgrade to live, and prior to declaring live service.

Testing plans will extend to all end user devices to ensure functionality is not compromised by device operating system, build, browser, or other factor.

Freedom to Act

Works within a small team, where work will be self-selected by priority as well as allocated to others. Will understand the nuances of requests and how this translates into prioritised responses, and is able to dedicate resource according to the priorities given.

Will manage the majority of complex issues within operational policy, procedures and guidelines, escalating to the System Administrator when appropriate.

Interprets national standards, guidance, strategies and directives within the configuration of systems to ensure the Trust remains fully compliant at all times.

Any Other Specific Tasks Required

Contributes to a culture that promotes equality and values diversity. The post holder must be aware of and committed to the Equality and Diversity policies of the Trust, comply with all the requirements of these policies and also actively promote Equality and Diversity issues relevant to the post, including but not limited to, accessibility standards, supporting information standards, and feedback from users and experts around continual improvement in support of products that are inclusive, and support effective working practices for all.

Ensure the principles of openness, transparency and candour are observed and upheld in all working practices.

Adhere to any infection prevention and control issues, social distancing policies.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

Equality & Diversity

Devon Partnership Trust is an inclusive employer and is committed to recruiting and supporting a diverse workforce, reflecting the population we serve and the communities we work within. Applications are encouraged and welcomed from all people, regardless of any protected characteristics as governed by the Equality Act 2010. The Trust expects all staff to behave in a way which recognises, respects and celebrates this diversity and challenges any form of discrimination.'

Part time, job share and flexible working applications will be considered and supported when operationally possible and reasonable adjustments will be made wherever possible.

Recovery

It is a requirement of all employees to have an understanding of the broad principles of the Recovery Approach and to incorporate them into every aspect of their work in support of the Trust's aim to provide services that support people's recovery through being holistic and promoting social inclusion, self-management, personal autonomy and independence.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance, Compliance and Performance

The post holder will be responsible for proving that the Care Quality Commission outcome areas have been met in all registered/related activities for which the post holder is responsible. Where outcomes are not met the post holder is expected to put in place/recommend action to improve. The post holder will proactively seek and engage the support of the governance teams in the Compliance and Corporate Development directorate to gather information as required. The post holder will build an understanding of and adhere to the CQC guidelines as well as the Trust's guidelines on the approach to maintaining CQC registration.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Prevention and Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection. This includes for example, staff health and illness, screening and immunisation and dress code policies.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business. Staff must also be mindful of

public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when can be identified as Devon Partnership Mental Health Trust staff.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. It is your responsibility to read and familiarise yourself with all policies relevant to your job role. These are grouped into two sections, HR and Clinical and can be found on the Trust intranet site or via your line manager. You will also be required to comply with any training needs that arise from reviews or variations of policies and procedures.

Safeguarding

Safeguarding is part of everyday practice and all Trust employees are required to work in accordance with policies, procedures and professional codes to safeguard people who use our service, their children, families and carers from abuse. Where staff work with adults, staff must be aware of any children that live with, or have contact with, the person in their care. They have a duty to promote the child's welfare and ensure their needs have been taken into account as part of the overall assessment and engage with other agencies as appropriate. All staff should have the knowledge and skills to work in such a way as to reduce the likelihood of abuse, they must be alert to, and take appropriate action in relation to, safeguarding issues. Where staff are unsure what appropriate action to take, they must always escalate their concerns and speak to a senior member staff or the DPT Safeguarding Team.

Person Specification

This is a specification of the qualifications, skills, experience, knowledge, personal attributes and other requirements which are required to effectively carry out the duties and responsibilities of the post, as outlined in the job description.

Criteria	Assessed
<p><u>Qualifications and Training</u></p> <p><u>Essential</u></p> <p>Educated to Degree Level or equivalent experience Qualifications at GCSE level or equivalent in Mathematics and English Language Significant experience of software testing, or equivalent experience gained in an application support or systems administration role. ISTQB qualification, BCS Professional Certificate – Software Tester or demonstrable compliant experience.</p> <p><u>Desirable</u></p> <p>ITIL qualification Business Analyst experience.</p>	<p>Certificates Application Form Interview Experience Assessment</p>
<p><u>Knowledge</u></p> <p><u>Essential</u></p> <p>Have worked within a single profession team operating in a matrix management environment, including P3M (Portfolio, Programme, and Project Management). Able to complete work within a transformation workstream in a project management context. Understanding of Clinical information systems development, implementation, and operation within the NHS. Understanding of Agile project and product management approaches, including the rituals employed to ensure work is managed effectively. Understanding of the clinical risk management standards DCB0129/0160 and their application to the role.</p> <p><u>Desirable</u></p> <p>Knowledge of the NHS, including an understanding of national and local strategies/themes to deliver health and social care services</p>	<p>Application / Interview</p>
<p><u>Experience</u></p>	

<p><u>Essential</u></p> <p>Working as an application support analyst covering multiple systems, or as a dedicated system administrator for a single product. Producing complex electronic documentation using the Microsoft Office suite. Analysing and interpreting data and information</p> <p><u>Desirable</u></p> <p>Working in the NHS Working as a clinical or corporate administrator.</p>	<p>Application / Interview</p>
<p><u>Communication and Working Relationship Skills</u></p> <p><u>Essential</u></p> <p>Presenting information concisely and clearly in a wide range of formats including tabular and graphical data Provide clear concise written information to all levels of staff. Excellent communication and customer service skills, face to face, via telephone, email, video conference, or instant message/chat service. Ability to produce clear, accurate and concise minutes and action notes of meetings Accurate keyboard skills Attention to detail Ability to present to small groups of people in a formal context e.g. project team meetings Able to work across different teams and directorates at any one time, maintaining appropriate levels of confidentiality and dealing with people with tact and diplomacy in challenging situations.</p> <p><u>Desirable</u></p> <p>Able to facilitate design workshops, to discover requirements and needs, and agree success criteria for solutions. Able to lead informal awareness sessions such as 'show-and-tell' or 'lunch-and-learn' sessions.</p>	<p>Application / Interview</p>
<p><u>Analytical and Judgemental Skills</u></p>	

<p><u>Essential</u></p> <p>Ability to analyse and manipulate basic data and information from a variety of validate sources using a range of tools including advanced techniques in Excel</p> <p>Ability to prioritise own workload according to priorities.</p> <p>Ability to co-ordinate and deliver on key areas of work autonomously, reporting back to line manager on a regular basis as and when required.</p> <p><u>Desirable</u></p> <p>Ability to analyse key performance indicators of the team, to make suggestions about evidence based improvements, variability of practice, or to identify areas of excellent practice, to lead to service improvement and personal learning.</p>	<p>Application / Interview</p>
<p><u>Planning and Organisational Skills</u></p> <p><u>Essential</u></p> <p>Able to plan workload that includes a number of competing activities running at the same time</p> <p>Able to manage competing priorities that emerge when supporting multiple solutions and coordinating multiple individuals</p> <p>Proven organisational and planning skills evidenced by success in a previous role, where routine coordination of tasks was required.</p> <p>Ability to work under pressure and cope with tight deadlines.</p> <p><u>Desirable</u></p>	<p>Application / Interview</p>
<p><u>Physical Skills</u></p> <p><u>Essential</u></p> <p>High level keyboard skills typified by accurate typing with skills developed over time, and in particular regard to coding language, format, and presentation needed.</p> <p>The role requires near constant VDU use, and may on occasions require a concerted effort to complete safety influencing tasks, outside of office hours, or without usual rest periods.</p> <p><u>Desirable</u></p>	<p>Application / Interview</p>
<p><u>Other</u></p>	

<p><u>Essential</u></p> <p>Commitment to equal opportunities and anti-discriminatory practice. Excellent IT skills including the Microsoft Office suite, Microsoft Teams and Power Apps, Clinical and Business Applications. Excellent Analytical skills for data and information collection and analysis. Experience of automated testing applications.</p> <p>A Standard / Enhanced DBS Check may be required for this role.</p> <p>Ability to work remotely, confidentially, and out of hours as may be required.</p> <p><u>Desirable</u></p> <p>Good design skills for guidance, policy or other information material production.</p>	<p>Application / Interview</p>
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Supplementary Information

Physical Effort	Yes	No	If yes specify details here Including duration & frequency
Working in uncomfortable/ unpleasant physical conditions		✓	
Working in physically cramped conditions		✓	
Lifting weights, equipment or patients with mechanical aids		✓	
Lifting or weights/equipment without mechanical aids		✓	
Moving patients without mechanical aids		✓	
Making repetitive movements	✓		Predominantly sitting at a desk working at a VDU for the majority of the time
Climbing or crawling		✓	
Manipulating objects		✓	
Manual digging		✓	
Running		✓	
Standing/sitting with limited scope for movement for long periods	✓		Predominantly sitting at a desk working at a VDU for the majority of the time
Kneeling, crouching, twisting, bending or stretching	✓		Sometimes the post holder will be carrying equipment and resources to and from events.
Standing/walking for substantial periods of time		✓	
Heavy duty cleaning		✓	
Pushing/pulling trolleys or similar		✓	
Working at heights		✓	
Restraint i.e. jobs requiring training/certification in physical interventions		✓	

Mental Effort	Yes	No	If yes specify details here Including duration & frequency
Carry out formal student/trainee assessments		✓	

Carry out clinical/social care interventions		✓	
Analyse statistics	✓		Analyse information such as worklists, error log, patient and workforce (rostering, staffing etc) information
Operate equipment/machinery	✓		IT Equipment
Give evidence in a court/tribunal/formal hearings		✓	
Attend meetings (describe role):	✓		Team meetings, formal Trust meetings such as committees, boards and steering groups as a contributor for specific items. May be required to attend as a formal member, internal and external system user group
Carry out screening tests/microscope work		✓	
Prepare detailed reports	✓		Reports on faults and persistent issues, root cause analysis, proposals and technical designs, user/stakeholder information etc.
Check documents	✓		A variety of team, directorate and trust level project documentation etc will be checked for quality and consistency.
Drive a vehicle	✓		To get to and from off-site meetings only.
Carry out calculations	✓		Advanced calculations as part of configuration coding duties
Carry out clinical diagnosis		✓	
Carry out non-clinical fault finding		✓	

Emotional effort	Yes	No	If yes specify details here Including duration & frequency
Processing (e.g. typing/transmitting) news of highly distressing events	✓		The role may have incidental need to process, correct, or replicate news of highly distressing events as part of supporting clinical information systems.
Giving unwelcome news to patients/clients/carers/staff		✓	
Caring for the terminally ill		✓	
Dealing with difficult situations/circumstances	✓		The role may be required to coordinate business continuity and disaster recovery incident responses that have widespread impact to business operations.
Designated to provide emotional support to front line staff		✓	

Communicating life changing events		✓	
Dealing with people with challenging behaviour		✓	
Arriving at the scene of a serious incident		✓	

Working conditions	Yes	No	If yes specify details here Including duration & frequency
Inclement weather		✓	
Excessive temperatures		✓	
Unpleasant smells/odours		✓	
Noxious fumes		✓	
Excessive noise &/or vibration		✓	
Use of VDU more or less continuously	✓		Predominantly sitting at a desk working at a VDU for the majority of the time
Unpleasant substances/non-household waste		✓	
Infectious Material/Foul Linen		✓	
Body fluids, faeces, vomit		✓	
Dust/dirt		✓	
Humidity		✓	
Contaminated equipment or work areas		✓	
Driving/being driven in normal situations		✓	
Driving/being driven in emergency situations		✓	
Fleas or lice		✓	
Exposure to dangerous chemicals/substances in/not in containers		✓	
Exposure to aggressive verbal behaviour		✓	
Exposure to aggressive physical behaviour		✓	

Job Profile Agreement

Manager Name:	
Manager Signature:	
Date:	

Post Holder Name:	
Post Holder Signature:	
Date:	

Date Role Description is Effective From:	
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Department Core Purpose

The digital data and technology department has been formed to align the technical services required to support the digital innovation and transformation of the Trust's business operations. Within the information technology services sits the Testing team, responsible for validating the effective preparation of solutions through a variety of testing approaches.

Working with programme and project teams, the team provides expert, timely, and high quality testing and quality/solutions assurance activities that are fundamental to decisions to promote solutions into live service.

Department Organisational Chart

