**Yorkshire Housing Role Profile**

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| **Job title:** | Test Analyst (Salesforce) | **Leader of others:** | No |
| **Reports to:** | Test Lead / Applications Manager | **Contract type:** | Agile Homeworking |
| **Business Area** | Technology, Innovation & Change | **Budget holder?** | No |

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| **Job purpose** |
| At Yorkshire Housing we’re transforming the way we operate. We’re levering new technologies to deliver a pre-emptive customer experience and creating an innovative environment for colleagues. It's a big change and it’s really exciting.  As a Test Analyst, you will be responsible for ensuring the quality and reliability of our systems through comprehensive software testing and analysis. You will have a vital role in ensuring the successful delivery of projects, including phased implementation and continuous improvement for our Salesforce platform as part of an ambitious transformation project.  Your primary focus will be on designing and executing test plans, identifying defects, and collaborating with the project, development, and business teams to provide feedback and resolve issues to meet fixed deadlines. You will be a key member of the team, working collaboratively with colleagues across the organisation.  The post holder will work closely with the Test Lead to execute testing activities, maintain internal test plans and procedures, and contribute to the success of all testing principles throughout phased development and continuous improvement for software and applications across Yorkshire Housing. |

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| **Key responsibilities** |
| * Collaborate with project stakeholders to gather requirements and understand system functionalities. * Design, develop, and execute comprehensive test plans, test cases, and test scripts based on project requirements and specifications, ensuring standards, principles, and appropriate techniques are followed. * Conduct various types of testing, including functional, regression, integration, performance, and usability testing, to ensure software quality and reliability. * Identify, analyse, and document software defects and anomalies, and track them through to resolution. * Collaborate with the development teams to reproduce and troubleshoot defects, providing detailed information to assist in their resolution, and update project, technology, and training teams in relation to identified defects presenting a wider business impact. * Participate in test reviews and provide feedback on software design and functionality. * Contribute to the continuous improvement of testing processes, tools, and methodologies. * Keep up to date with industry trends and best practices in software testing and quality assurance, attending relevant webinars and training courses. * Provide support throughout release management, cutover, and hypercare periods as directed. * Contribute towards and assist training teams with end user documentation, guidance, and knowledge sharing. * Ensure project development and defect tracking tools are updated with test activity progress, testing outcomes, and are reviewed at regular intervals to meet agreed timescales, raising issues to the Test Lead or relevant project team members where necessary.   **The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed** |

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| **What you’ll bring to the role** |
| **The main things:** |
| You’ll have a strong understanding of testing methodologies, excellent analytical skills, and a passion for delivering high-quality software products to ensure user and business needs are met.  You’ll be familiar with CRMs and latest platforms such as Microsoft or Salesforce, as well as having experience of associated tools, and an understanding of integration platforms and API principles.  As a confident member of the team, you will have excellent communication and collaboration skills, with the ability to understand user needs, and be adaptable in your approach to providing support and guidance to colleagues across the business.  As well as the below:   * Proven experience as a Test Analyst or in a similar role, preferably in an organisation undertaking large scale transformation projects implementing new technology and latest platforms such as Microsoft or Salesforce. * Experience of evaluating and testing defects to ensure acceptable resolutions are met. * Strong understanding of software testing methodologies, principles, and practices. * Experience with test management tools and defect tracking systems. * Proficiency in designing and executing test cases and test scripts. * Familiarity with various types of testing, such as functional, regression, integration, UAT. * Good analytical and problem-solving skills, with keen attention to detail. * Excellent communication skills, both verbal and written, with the ability to effectively collaborate with cross-functional teams and users of varied skill sets. * Ability to work independently and efficiently manage time and priorities. * Eagerness to develop own skills, adapt to change, and complete relevant software training. * Able to work flexibly from home, including undertaking travel within the Yorkshire region for meetings or training when required. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. * Personal values and approach that align with Yorkshire Housing’s values. |
| **It would be a bonus if you have:** |
| * ISTQB or other relevant certifications. * Extensive experience as a Test Analyst or in a similar role, with a specific focus on Salesforce platform testing. * Experience with Salesforce-specific testing tools and frameworks, such as Selenium, ApexUnit, or Salesforce DX. * Salesforce certifications, such as Salesforce Certified Administrator, Salesforce Certified Platform App Builder, or Salesforce Certified Platform Developer, are highly desirable. * Strong knowledge of Salesforce platforms, including Sales Cloud, Service Cloud, Community Cloud, Field Service and others. * Housing sector knowledge or experience of working in a similar organisation. * Educated to a high level in a relevant subject area, or other equivalent qualification through training or experience. |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |