

Test Analyst Recruitment Pack

An Aareal Bank Group company

www.aareon.com



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Welcome

Recruiting for Test Analyst

Thank you for your initial interest in Aareon UK.

We deliver Housing Management and Digital Solutions helping social housing providers transform their business processes, reduce costs and improve customer service. We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry.

In its 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of market experience. All this culminates in secure solutions that lead the way, are tailored to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands, Norway and Sweden, with more than a third of Aareon's 1,300 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, Internet-based service portals and much more.

In the UK, we are over 120-employees with offices in Coventry, Southampton and Swansea. Due to UK growth, we have a new vacancy in our Test Team for a Test Analyst. We have an established and experienced team and there are great opportunities for you to progress your career. If you are searching for an opportunity where you can have a voice, add real value and help drive and deliver great service then we'd like to hear from you.

Best regards

Mike

Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimise and customise a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3
Offices

125+
Staff

£13m
Revenue

130+
Customers

AAREON SMART WORLD COMPRISING:

- **Aareon QL - the market-leading integrated ERP solution**
 - QL housing management
 - QL CRM
 - QL asset management
 - QL financials
 - QL personnel & payroll
- **Aareon 1st Touch Mobile - enterprise mobile working solution**
- **Aareon 1st Touch Self-Service Apps**
- **Aareon 360**
 - Customer Portal (CRM)
 - Employee Portal (ERM)
 - Contractor Portal (SRM)
 - Building Management Portal (BRM)

Role Description

Test Analyst – Office based, Swansea SA1 2JA

We are searching for an additional team member for our Testing Team. This is a newly created role and takes our team to four people. It is based at our Swansea office, with some possible travel to our other UK offices.

As a test analyst you will be working alongside the existing test analysts, developers, managers and stakeholders to ensure the delivery of high quality software.



Key Responsibilities

Test Analyst – Office based, Swansea SA1 2JA

1	Build and maintain suites of test scripts.
2	Execute manual test plans, record results and raise defects as appropriate.
3	Carry out functional, regression and exploratory testing.
4	Review software specifications, documentation and release notes.
5	Work as part of an Agile Team, completing tasks in sprints.
6	Work closely with the software development team to ensure test defects are resolved.
7	Communicate with the project manager and stake holders on priorities, progress and software quality.
8	Contribute to and follow test strategies, plans, processes and standards.
9	Continuously seek to and implement improvements to the QA process.
10	Confident, clear and concise written and verbal communication skills. Ability to communicate technical information to non-technical people as and when required.

Skills & Pre-requisites

Personal Skills

1	Understanding of structured test methods and processes
2	Ability to work well individually and as part of a team
3	Able to think logically with excellent attention to detail and problem solving skills
4	Ability to plan, prioritise and manage workload, delivering results within sprint deadlines
5	Experience of manual test methods including functional, regression and exploratory tests

Technical Skills

1	Microsoft Office products
2	Experience with manual testing tool(s)
3	Experience with work tracking tool(s)
4	Experience with bug tracking tool(s)
5	Competent writing SQL queries

Desirable Skills

1	Experience with Team Foundation Server
2	Experience with Microsoft Test Manager
3	Test automation experience
4	Experience in projects following Agile methodologies
5	ISTQB software testing qualification

Competencies

Test Analyst – Junior

Professional	Team	Management	Communication	Customer
<p>The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.</p>	<p>The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals</p>	<p>The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.</p>	<p>The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.</p>	<p>Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus to giving them an excellent customer experience.</p>
Required: Level 2	Required: Level 1	Required: Level 1	Required: Level 1	Required: Level 1
<ul style="list-style-type: none"> ✓ Has required knowledge to perform the job ✓ Requires guidance for more complex problems ✓ Seeks ways to continue knowledge and skill development 	<ul style="list-style-type: none"> ✓ Accepts information relating to the task at hand, uses it and forwards it on request ✓ Integrates him/herself well into existing team(s) and exchanges experiences with other team members 	<ul style="list-style-type: none"> ✓ Knows and understands his/her range of duties ✓ Manages workload effectively 	<ul style="list-style-type: none"> ✓ Records information correctly and expresses themselves clearly ✓ Asks questions when something is unclear ✓ Makes constructive contributions to discussions 	<ul style="list-style-type: none"> ✓ Knows and looks into customer's situation ✓ Reaches out to appropriate colleagues if needed to understand customer's situation ✓ Is occasionally contacted by the customer

Package & Benefits

Test Analyst – Office based, Swansea SA1 2JA

Salary:	£22K-£28K
Reports to:	QL Software Operation Manager
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days Holiday (plus Bank Holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes

Any offer of employment is subject to successful references.

Interview Process

Test Analyst – Office based, Swansea SA1 2JA

Stage 1	30-minute telephone interview with Michael Llewelyn, QL Software Operations Manager and Chris Lane, Testing Team Lead
Stage 2	Formal face-to-face interview at our Swansea office with Chris Lane & Genni Davey-Smith, HR Manager.

Feedback will be provided after each interview stage.