Customer & Digital Services

Information & Communication Technology

Cardiff Council



RECRUITMENT PACK

ICT Senior Quality Assurance Tester

Reference: RES01702

£42,123 – £46,579 (Grade 8)

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FEL·GWYDR·HORIZONS
·FFWRNAIS·AWEN·SING

CARDIFF
CAERDYDD

Working for Cardiff Council

As one of the largest employers in Wales, Cardiff Council is focused on our vision to build a world-class, quality of life capital for Wales. We provide approximately 700 different services across the city and the region.

The scale of the challenge means we understand that our 14,000 employees are central to our ability to make the vision happen. We are focused on being an 'employer of choice' with real value placed on the diversity and contribution of every employee.

Capital Ambition, the administration's five-year plan for the city, outlines the council's vision for Cardiff to become a leading city on the world stage. Each Cabinet Member has outlined their key aims and ambitions for their term of office.

The plan focuses on four main areas:

- **Working for Cardiff**
  Making sure everyone who lives and works here can contribute to, and benefit from, the city's success
- **Working for Wales**
  A successful Wales needs a successful capital city
- **Working for the future**
  Managing the city's growth in a sustainable way
- **Working for public services**
  Making sure public services are delivered efficiently, effectively and sustainably in the face of rising demands and reduced budgets

Along with all other Welsh Local Authorities, Cardiff operates on a modernised executive structure. Councillors that have been elected to the Cabinet have a range of additional responsibilities over and above their duties as councillors.

Cardiff's 79 councillors meet regularly to decide the council's overall policies and to set the budget each year. Council meetings are open to the public to attend, except where confidential information is being discussed.

Cardiff Council offers a wide range of job opportunities and a generous and progressive package of benefits.

CRYFACH TECACH GWYRDDACH | STRONGER FAIRER GREENER

Working for ICT and Digital Services

ICT is part of the Council's Customer and Digital Services Directorate.

Its primary functions are:

- to provide high quality IT systems, support and maintenance across the organisation
- to provide strategic advice and guidance to the service areas and their directorates
- to contribute to the delivery of the Council's Digital First approach set out in the Stronger, Fairer, Greener programme

The ICT Service consists of several functions including:

- Application Support & Transition teams responsible for the implementation, support and maintenance of both in-house developed and 3rd party applications.
- Data Engineering responsible for designing, building, and maintaining reliable data pipelines to make data available for analytics, reporting, and downstream applications.
- ICT Services teams delivering network, server and end user support services.
- Security and Compliance responsible for protecting our systems and data by managing cybersecurity risks, enforcing security controls, and ensuring compliance with relevant laws, regulations, and organisational policies.
- In addition to schools and corporate customers, the ICT service provides support for a range of other customers including Adopt Cymru, Rent Smart Wales, the WLGA, the Wales Interpretation and Translation Service (WITS) and the National Health Protection Support Team, amongst others.

  The successful candidate will join the ICT Enterprise Systems and Data team tasked with creating and implementing testing plans and Quality Assurance reviews for Digital Services spanning a wide range of Council functions.

  You will be working across the Council's Digital Product Portfolio which includes the Cardiff Gov Mobile App, Corporate Website and Virtual Assistant Bots.

  You will have access to a diverse range of learning opportunities to enable you to develop your career path as well as access to regular performance and development reviews.

  You should have a desire to work in a fast-paced agile team environment, be happy to pair on your work and work collaboratively.

Benefits of Working for Cardiff Council

- A competitive salary in the context of a fair pay structure with annual pay awards and incremental progression.
- Entry to the Local Government Pension Scheme that provides an index linked career average pension and tax-free lump sum on retirement.
- LGPS members also get access to the Shared Cost Additional Voluntary Contribution (AVC) Scheme – a smart tax efficient way to boost your pension pot while saving on income tax and national insurance.
- Attractive maternity and paternity benefits, many in excess of the statutory minimum requirements.
- Fully supported Work Life Balance Strategy that offers a range of flexible working opportunities at all levels of the Council to help you manage your work life balance. Arrangements include a flexible working hours scheme, term time working, part time, compressed hours, home working and job share.
- A generous annual leave scheme which can rise to 33 days per year after 5 years' service. In addition there are 8 Statutory Holidays per year.
- Employees can buy up to 10 extra days each year to make the most of what matters to you.
- At the Council your health, safety and wellbeing come first. We offer a free, 24/7 Employee Assistance Programme, providing confidential counselling and access to expert support on life's challenges.
- Our in house counselling and occupational health team are here to support you every step of the way.
- Unlock exclusive savings with our savings and benefits website and app, offering discounts on national and local retailers. From discount cards to online deals as well as discounted dental insurance.
- Discounted MOT Testing, Leisure Facilities and more – for details visit https://www.jobscardiffcouncil.co.uk/benefits/?lang=en_GB

Job Description

Job Title:	ICT Senior Quality Assurance Tester
Reference:	RES01702
Grade:	8
Salary:	£42,123 – £46,579
Location:	Hybrid working with County Hall, Atlantic Wharf, Cardiff as office base
Working Pattern:	Permanent post, working 37 hours per week.

Main Duties and Responsibilities

- Alongside Test Managers and Senior Developers, work with Product Owners, Business Analysts, Project Managers and Delivery Teams to translate concepts, business requirements and technical specifications into detailed testing plans and quality assurance reviews.
- Work with developers and 3rd parties to resolve bugs, issues and implement improvements to digital services.
- Implement Quality Assurance reviews on existing digital services.
- Take an active role in Agile planning and design sessions.
- Work with Developers and Project Owners to produce Release plans.
- Actively participate in Release planning.
- Participate in the development of automated testing solutions, alongside existing manual testing processes.
- Actively participate in project meetings, standups and reviews.
- Work in accordance with existing ICT Test Strategies and Polices.
- Mentor and lead Quality Assurance testers

Corporate Requirements

- To participate actively in supporting the principles and practice of equality of opportunity as stated in the Council's Equal Opportunities Policy.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
- To, as a statutory duty, adhere to the Council's Corporate Safeguarding Policy and associated policies and procedures and to report concerns regarding the safety and wellbeing of children or adults at risk. In order to support you in this, you are required to access safeguarding training at the level which is relevant to this post.
- As a term of your employment you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.
- Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

Person Specification

This section states the demonstrable skills and experience considered to be essential for this role, and those which are considered desirable.

You **must refer to each of the essential requirements** when completing the Supporting Information section of your application form and provide examples and evidence of how you meet each of them. Your application will be assessed against your ability to meet these requirements.

Behavioural Competencies are part of the Council's Core Behavioural Competency Framework and more information can be found online or by contacting us.

Essential Behavioural Competencies

COMPETENCY	LEVEL CRITERIA
1. Putting our customers first (Level 2) Placing the customer at the heart of our activities, listening to them and being prepared to do things differently to meet their needs	• Seek to understand our customer needs • Asking for customer feedback • Using feedback to inform our actions, priorities and recommendations
2. Getting Things Done (Level 2) This competency is about the personal, inner motivation, enthusiasm and drive to meet and exceed targets so that we focus on what needs to be done and make it happen	• Ensuring own and, where applicable, others' outputs meet requirements • Identifying and communicating priorities to relevant people • Identifying where the right resources and skills are available
3. Taking personal responsibility (Level 2) This competency is about being consistent with our own values and those of the council and demonstrate a commitment to support change and see it through.	• Continuing to deliver when faced with tough circumstances, uncertainty, difficulty or change • Supporting and encouraging others to deal with uncertainty, difficulty or change • Encouraging others to be fair, open and honest

4. Seeking to understand others and treating them with respect (Level 2) This competency is about demonstrating an understanding of others and valuing their contribution and viewpoint even if it may be different from your own	• Questioning others to understand their viewpoint and take them into account • Seeking to understand, the reasons for others actions and views • Encouraging others to consider the impact of their actions
5. Communicating (Level 2) This competency is about facilitating and communicating all kinds of information and messages to different audiences in the most effective way	• Taking technical or complex information and turning it into clear oral or written communications • Producing communications that are focussed tailored and easily understood by the intended audience. • Capture and share useful information and feedback
6. Analysing, Problem Solving and Decision Making (Level 2) This competency is about gathering key information, recognising risks, evaluation, decision-making to support best practice	• Exploring a variety of options in order to effectively solve problems and make reasoned decisions. • Anticipating the impact that decisions will have on others and taking this into account and implementing solutions • Using appropriate approaches or tools to gather all relevant information in order to take a decision and/or solve a problem

Essential Technical Competencies

The SFIA Foundation

The SFIA Foundation is a global not-for-profit organisation which oversees the production and use of the Skills Framework for the Information Age.

Using the link below, search for the requirements specified below and refer to the stated Level that is required.

SFIA 9 skills directory A–Z — English

ESSENTIAL REQUIREMENTS
7. **User Acceptance Testing** – Level 4
8. **Functional Testing** – Level 2
9. **Process Testing** – Level 2

Desirable Technical Competencies

You do not have to meet these requirements but if you do, please tell us.

DESIRABLE REQUIREMENTS
10. **Non-Functional Testing** – Level 2
11. **Release Management** – Level 3

How to Apply

You should apply for this post by using our preferred online application form available at https://www.jobscardiffcouncil.co.uk. If it is not possible for you to apply on-line, you may request an application pack by telephoning (029) 20872222 and quoting the job reference.

The Supporting Information section of your application is the most important part. Please pay particular attention to it. It is where you tell us what makes you suitable for the job and will be assessed against the Person Specification above.

You should refer to and address each point of the Person Specification in turn, giving evidence of the skills, experience and knowledge you have in each area by providing practical examples of your capability. Failure to complete this section in this way will considerably reduce the likelihood of you being shortlisted.

The Supporting Information section of the online application form contains several headings. You are only required to complete the Behavioural Competencies section and add your Experience, Skills and Abilities information to the Skills and Abilities section. You are welcome to add additional information under the other sections if so desired, although this is not essential.

Whilst all the information required to apply for this post is contained within this pack or in the online application form, additional information is also available online against the job advert including application guidance notes, full details of the Council's Behavioural Competency Framework, Equal Opportunities Policy Statement and Employee Charter.

Further Information

If you require further information about this post or would like an informal chat, please contact David Docherty, ICT Applications and Transition Manager– David.Docherty@cardiff.gov.uk

Closing Date

The closing date for applications for this post is **20.11.2026**.

Shortlisting and Interview

If you have been shortlisted you will be invited to undertake an interview.

We will contact all applicants to advise them whether or not they have been shortlisted.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg