

Job Description - Software Tester

Role Title: Software Tester

Reports to: Product Owner

Team: Engineering

Location: Wrest Park, Silsoe (hybrid working, working from home on a Friday)

Purpose of the Role

To support the delivery of high-quality software through structured manual and automated testing activities. The postholder will work closely with the Product Owner and Software Engineers to ensure the MyNewTerm platform delivers reliable, secure, and user-focused functionality across web and mobile experiences.

The role plays an important part in identifying defects, improving release quality, supporting automation initiatives, and contributing to continuous improvement across the software development lifecycle.

Key Responsibilities

1. Manual Testing and Quality Assurance

- Execute manual test cases for new and existing platform functionality.
 - Perform regression testing following bug fixes, releases, and deployments.
 - Accurately document test results, issues, and observations.
 - Log, track, and retest defects using tools such as Jira.
 - Conduct exploratory testing to identify usability, edge-case, and workflow issues.
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2. Automated Testing

- Execute and review automated test suites.

- Support the maintenance and improvement of automated test coverage.
 - Contribute to the creation of automated test cases for key workflows and functionality.
 - Build capability and practical experience working with automation frameworks, CI/CD pipelines, and release validation processes.
 - Investigate automated test failures and support root cause analysis where appropriate.
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3. Test Planning and Collaboration

- Review user stories, requirements, and acceptance criteria alongside Product and Engineering colleagues.
 - Create and maintain structured test cases and testing scenarios.
 - Collaborate closely with Software Engineers to understand expected behaviour and technical implementation.
 - Participate in sprint ceremonies including backlog refinement, planning, and retrospectives.
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4. Continuous Improvement

- Contribute ideas to improve QA processes, test coverage, and release quality.
 - Support improvements to testing standards, documentation, and workflows.
 - Maintain awareness of modern QA tools, testing methodologies, and best practices to support continuous improvement across the QA function.
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Person Specification

Essential Skills, Experience and Competencies

- Commercial experience in software testing or quality assurance.
- Strong manual testing capability with excellent attention to detail.
- Experience documenting defects clearly and accurately.
- Understanding of software development lifecycle and Agile methodologies.

- Understanding of automated testing concepts and frameworks.
 - Familiarity with web technologies such as HTML, CSS, and JavaScript.
 - Understanding of APIs and API testing concepts.
 - Confident using tools such as Jira or similar issue-tracking platforms.
 - Strong communication and collaboration skills.
 - Proactive, organised, and capable of managing workload effectively.
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Desirable

- Exposure to automated testing tools such as Playwright, Cypress, or Selenium.
- Some programming or scripting knowledge (e.g. JavaScript, Python, Java).
- Experience testing SaaS or web-based applications.
- Familiarity with test management tools such as TestRail.
- Experience within EdTech or education environments.
- Exposure to API testing tools such as Postman or Insomnia.