JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	**Job Ref Number:** TBA
Service Area: Strategy, Architecture and Product	**Grade:** G9
Job Title: Quality Assurance Engineer	

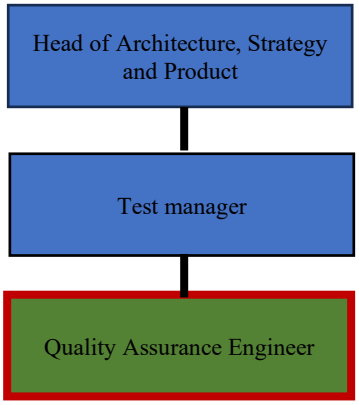
PURPOSE OF JOB:

The Quality Assurance Engineer provides senior, hands-on quality engineering across the Council's digital products and technology changes. The postholder designs and delivers proportionate, risk-based testing across the software delivery lifecycle, covering functional and non-functional requirements, system and integration testing, end-to-end testing, regression, accessibility, performance and security assurance. They use professional judgement to determine test coverage, analyse complex results, identify quality and delivery risks, and provide clear evidence-based recommendations on release readiness to the Test Manager, product teams and service owners.

The role develops and maintains reusable test assets, data, automation and quality controls within agile and DevOps delivery, including continuous integration and continuous delivery pipelines. It works across internal teams and suppliers to improve testing maturity, assure evidence and support consistent defect management, while remaining accountable for the quality and traceability of its own work.

The post reports to the Test Manager and has no direct reports. It may provide technical guidance, peer review, coaching and task coordination to colleagues and supplier resources, but does not hold formal line-management responsibility.

STRUCTURE CHART:



MAIN DUTIES:

1	**Quality engineering and test analysis** • Analyse business, user, technical and service requirements to identify test conditions, dependencies, assumptions and quality risks. • Design proportionate, traceable test approaches, cases and scripts covering positive, negative, boundary and exploratory scenarios. • Apply professional judgement where requirements are incomplete or ambiguous, escalating material gaps and recommending practical controls.
2	**Risk-based test planning** • Produce detailed estimates and plans for assigned testing, prioritising activity according to business criticality, likelihood, impact and available delivery time. • Agree entry, exit and acceptance criteria with the Test Manager, product teams, service owners and suppliers. • Identify environment, test-data, resource and dependency risks and recommend mitigations.
3	**Test execution and evidence** • Execute and coordinate functional, system, system-integration, end-to-end and regression testing using agreed standards and tools. • Maintain accurate, auditable evidence of coverage, execution, outcomes and residual risk. • Analyse results across multiple systems and data flows, distinguish defects from configuration or data issues, and communicate clear conclusions.

4	**Automation and continuous testing** • Design, build, maintain and review automated tests and reusable test assets for priority services and regression packs. • Integrate automated testing into CI/CD pipelines and use results to support timely delivery decisions. • Monitor automation effectiveness, reliability and maintenance cost, recommending improvements where automation does not provide sufficient value.
5	**Non-functional quality assurance** • Plan and undertake proportionate accessibility, usability, cross-browser, mobile, performance, resilience and security-related testing within the postholder's competence. • Work with cyber security, architecture, infrastructure and accessibility specialists where independent or specialist assurance is required. • Ensure relevant non-functional requirements and secure-by-design considerations are reflected in test coverage.
6	**Defect management and release assurance** • Log defects with sufficient evidence for reproduction, assess severity and business impact, and support structured triage and resolution. • Provide an evidence-based view of test completion, unresolved defects, residual risk and release readiness to the Test Manager and accountable decision-makers. • Validate fixes and monitor relevant post-release outcomes, ensuring learning is fed back into future testing.
7	**Data, integration and platform testing** • Validate interfaces, APIs, data transformations, reconciliations, permissions and error handling across integrated services. • Prepare, control and maintain appropriate test data in accordance with information governance and data-protection requirements. • Undertake testing across enterprise platforms, including Microsoft Power Platform, Microsoft Fabric and other Council technologies as required.
8	**UAT and stakeholder support** • Advise service owners and business users on acceptance criteria, UAT scope, test preparation, evidence and defect management. • Facilitate or support UAT where required, ensuring business acceptance remains owned by the appropriate service representative. • Present complex quality findings in clear language for technical and non-technical audiences, including senior stakeholders.
9	**Supplier and delivery assurance** • Review supplier test plans, cases, results and traceability evidence against agreed requirements, standards and contractual quality expectations. • Challenge incomplete or weak assurance evidence constructively and escalate material quality risks through the Test Manager. • Work collaboratively across blended internal and supplier teams while maintaining independent professional judgement.
10	**Standards, governance and continuous improvement** • Apply and help improve Council test policy, governance, templates, metrics and toolsets, ensuring consistent and proportionate use. • Contribute to quality metrics, trend analysis, lessons learned and improvement backlogs. • Maintain audit trails and support compliance with accessibility, information governance, cyber security and relevant digital standards.
11	**Professional practice and capability building** • Maintain current specialist knowledge of quality engineering, testing tools, automation approaches and agile/DevOps practices. • Provide peer review, coaching and practical guidance to colleagues and delivery teams, sharing reusable patterns and lessons learned. • Plan and prioritise own workload across concurrent assignments, responding to changing risks and deadlines while maintaining quality.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Degree-level qualification in a relevant discipline, recognised testing qualification, or equivalent demonstrable professional knowledge and experience.	A, I	X	
Substantial experience designing and executing risk-based functional, integration, end-to-end and regression testing for complex digital services.	A, I, T	X	
Demonstrable experience analysing ambiguous requirements, identifying quality risks and producing traceable test approaches, cases, evidence and recommendations.	A, I, T	X	
Practical experience developing and maintaining automated tests and integrating quality controls into agile or DevOps CI/CD delivery.	A, I, T	X	
Strong analytical and problem-solving skills, including root-cause analysis and the ability to interpret complex results across systems, interfaces and data flows.	I, T	X	
Experience of structured defect management, triage and communicating release readiness and residual risk to technical and non-technical stakeholders.	A, I, P	X	
Knowledge of non-functional testing, including accessibility, performance, resilience and security-related assurance, and when specialist input is required.	A, I	X	
Experience assuring supplier test evidence and constructively challenging quality, coverage, traceability or compliance gaps.	A, I	X	
Experience with Microsoft Power Platform, Microsoft Fabric, Azure DevOps or comparable enterprise platforms and delivery toolsets.	A, I		X
Recognised testing certification, such as ISTQB, BCS or equivalent.	A		X
Excellent written and verbal communication skills, with the ability to present evidence-based findings and influence decisions without direct authority.	I, P	X	
Commitment to continuous professional development, knowledge sharing and improving quality engineering practice.	A, I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self–service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.