



Test Automation Engineer (FTC)

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Pallavi Bhaskar by emailing pallavi.bhaskar@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 5 national offices and offer direct support to people in 265 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of circa 265 local Citizens Advice members.

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

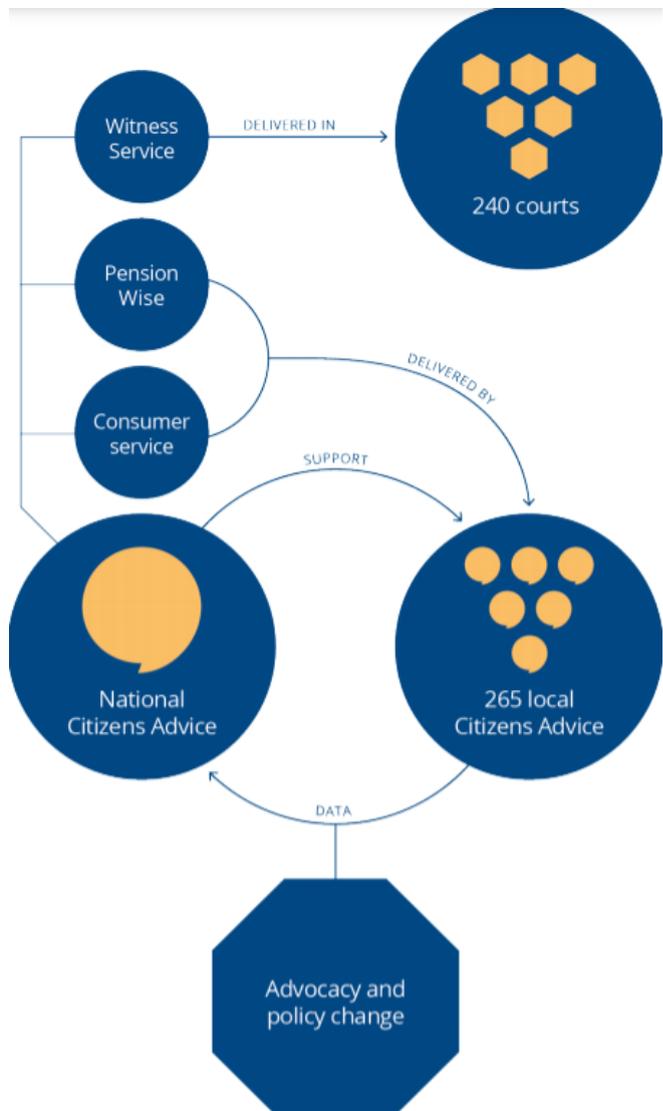
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Design, Data and Technology** directorate and in the **Software Engineering** team. Here are three ways you can find out more about us:

1. I found a software team that really cares about its users and its people: <https://wearecitizensadvice.org.uk/i-found-a-software-team-that-really-cares-about-its-users-and-its-people-599323b20d96>
2. If you push beyond digital, what happens next?: <https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310>
3. Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice: <https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>



The role

Citizens Advice is a charity helping millions of people solve their problems. We help anyone that contacts us across a huge range of problems from managing debts, to making complaints about faulty consumer goods, from employment issues to housing problems. As well as giving advice directly, we work to fix the underlying causes of people's problems. We use the data and evidence gathered to advocate for changes to policy, regulation and business practices.

We build and use technology to help us do this. For example, we:

- host 1,500 pages of advice on citizensadvice.org.uk which were viewed 34 million times last year.
- built our own Ruby on Rails case management system to support our 30,000 staff and volunteers to help 2.6 million people face-to-face, by phone, by email or online chat.
- use data science to unearth the problems that our advice can't help with, such as structural problems with Universal Credit – work which led to changes in policy

You will be working in our Money and Debt cross-functional team.

This team is funded for a limited time to build and enhance products on the subjects of money and debt, which integrate with our case management system.

These products include a budget planner, a debt assessment tool, and a breathing space tool.

This role is funded for a period of one year.

Members of our teams are encouraged to work collaboratively with each other. As a test automation engineer, your primary interests will be in helping to define the desired behaviours of our systems, and in writing test scripts that verify whether the systems correctly implement those behaviours.

The more of our code that is covered by automated tests, the safer it is for us to modify our systems as our products and services evolve.

We like to use Ruby, Rails, Rspec, React, Cucumber, Webpack, Sass, Docker, Jenkins, AWS, Glue and Redshift. GitHub, Jira, Slack and G-Suite are our tools for collaborative working. You don't need to know all of these before you join us – we're happy to help you learn our tech stack after you are part of the team.

Our teams all work in Agile, iterative ways, focusing on the needs of our clients and advisers. We do not dictate methodology; each team is empowered to adopt practices that work for them. We do encourage test automation engineers, just like people in other specialist roles, to communicate with each other across teams, to share insights and ideas and learn from each other.

We will provide you with the right tools: every engineer has a Macbook Pro and whatever else you need to get the job done.

Our digital development teams are now working remotely. You can contribute from wherever you live within England or Wales. We are making some office spaces available for people who prefer to work there.

We recognise that different working patterns suit different people. There is a standard default Monday-to-Friday working pattern, but you can agree to modify this with your line manager.



Role profile

Band	Senior Officer - Mid	
Reporting to	Lead Test Automation Engineer	
Proficient salary	£42,103	
Location	Flexible within England and Wales	
Team overview	Producing automated tests to ensure the quality of software, with manual testing where necessary	
Role purpose	Ensure that software systems are appropriately tested prior to deployment, and can be continually re-tested as further development takes place; and that applications perform as required	
Main responsibilities	Key elements/Tasks	% of Time
Deliver digital products or projects to help meet business plan objectives	<ul style="list-style-type: none">• Work with colleagues to define expected behaviours for new and evolving digital products• Work with colleagues to test code and applications through manual and automated testing• This may include: manual and automated testing; functional and performance testing; testing for accessibility, responsiveness, and data security; writing, preparing and executing test cases; defect management and defect tracking; participating in planning and design meetings; identifying test scenarios; and maintaining and updating the existing automation framework• Manage your own day-to-day activities to deliver work efficiently and to high standards of quality• Ensure that work undertaken reflects and supports the service's Equality and Diversity Strategy	70
Implement good practice systems and processes	<ul style="list-style-type: none">• Implement good practices, systems and processes in testing across the team	10
Maintain expertise and insight	<ul style="list-style-type: none">• Keep up to date on good practices, systems and processes in testing and test automation	5

	<ul style="list-style-type: none"> • Build your own expertise in testing and test automation 	
Contribute to the team	<ul style="list-style-type: none"> • Contribute to the good and efficient working of the team • Support your colleagues in their work 	10
Other	<ul style="list-style-type: none"> • Comply with Citizens Advice policies and procedures, including health and safety • Undertake any other duties as may be reasonably required within the scope of the role 	5



Person specification

Essential criteria: (to be assessed at application and interview)

- Experience in performing manual functional and performance testing, and experience in developing automated tests (using Cucumber or equivalent technologies)
- Experience of testing in an Agile environment
- Experience of defect management
- Experience with code versioning and branching (using GitHub or equivalent technologies)
- Experience of test management tools (e.g. QC, Selenium Webdriver)

Desirable criteria:

- Experience of collaborative working with colleagues in a cross-functional team
- Experience of testing integrations across system boundaries, working with downstream and/or legacy systems

Requirements for role:

- Ability to contribute to an inventive, responsible and generous organisation and team culture
- Proven ability to keep up to date with technology and take individual responsibility for learning new technologies
- Commitment to equality and diversity
- Awareness that Citizens Advice service users are at the heart of everything we do



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the

end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

12. LOCATION

Flexible within England and Wales

13. EMPLOYMENT STATUS

Fixed term for one year

14. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

15. HOURS OF WORK

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:
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