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| **Role** | **Need To Do** | **Need To Know** | **Need to Be** |
| **Role Purpose:**  Provide an RAC IT & Change Test Analyst service for the RAC business  Support the implementation of all RAC project activity  Create and execute all testing activity to a high level of accuracy, whilst utilizing currently system functionality.  Act as a Subject Matter Expert in relation to RAC systems and processes  Take ownership and be responsible for the completion of appropriate testing deliverables.  **Depth & Breadth**  As part of the test team you are responsible for meeting the required standards of performance for the area.  At all times you are looking to deliver what is required to the highest possible standard.  Ensure that all reference data in relevant production and test systems is accurate and up to date, potentially dealing with regular requests from differing business and support areas.  Ensure compliance with relevant regulatory guidelines in all activities.  Flexibility to work outside of core business hours (and weekends) on an occasional basis to meet business demands  **Reports to:**  Test Lead/Manager  **Direct Reports**:  None  **Relationships**   * Business users & operational teams across RAC * Members of project teams within RAC Change, Planning & delivery and IT Testing Teams * Members of business project teams from all RAC | **Key Accountabilities**  Support new product and process development by testing processes and system functionality.  Review functional and design specifications to ensure full understanding of individual deliverables.  Identify failures in processes, systems and data integrity and is able to suggest simplified improvements and make recommendations regarding the evaluation of risk.  Identify test requirements from specifications, map test case requirements and design test coverage plan.  Proactively organise the administration of a variety of tasks as defined by Project Leads and effectively communicate the status of all activities related to one’s workload.  Perform user acceptance testing, where required, of product & process changes, making recommendations to the Business Unit for sign off and raising awareness of issues and risk. This will include the development and implementation of test plans and business impact assessments for changes to processes and/or systems.  Proactively support of team members in achievement of workstream objectives.  Provide quality advice when required.  Identify and articulate any issues or trends which could indicate failure, to help ensure there is no impact to revenue, customers and the operational channels.  Support continuous improvement activities of RAC processes by thorough testing activity. Required outputs should be delivered to the required quality at least cost/highest value. | **Skills/Knowledge**  Knowledge of a contact centre structure and Membership specific processes, product range and practices with an eye for detail. Ability to translate knowledge and experience into recommended actions  Implementation of testing best practices taking into account programme requirements  Work within a variety of project methodologies as required  Excellent written and oral language skills in order to articulate technical issues associated to work area  Creative solving of technical problems – to ensure the ability translate technical requirements test plans  Ability to focus on deadlines and deliverables – ensures the ability to find the bad defects and bugs quickly  Knowledge of a significantly broad variety of software technologies including but not excluding (SQL, Microsoft Azure Platform, SOAUPUI) applications pertinent to the RAC business.  Regulatory knowledge of Insurance and FSA Regulations; Selling & Renewals and Maintenance  **Experience**  Prior experience of test analysis in high pressure situations for a large IT programme preferred.  Has prior experience in working successfully in a multi-regional and cultural environment  A good working knowledge of Excel, Word and presentation tools such as PowerPoint/Visio.  Preferred experience of using business standard Testing Tools e.g. Quality Centre, Smart Test etc.  Demonstrate consistently high attendance and punctual record over the last 12 months  Good interpersonal skills and ability to work as a team member  **Qualifications/FSA:**  Ideally educated to 'A' level with a high standard of learning ability  Ideally possess ISTQB Foundation Software Testing | **Capabilities/Strengths:**  Need to exhibit behaviours consistent with RAC core values:  **Key Competencies**   * Continuous Improvement (Level 2) * Judgment & Decision Making (Level 2) * Building Relationships (Level 2) * Team working (Level 2) * Achievement Drive (Level 1) * Customer Focus (Level 2)   **Values Fit**  Demonstrates all-round behaviour that fit with our core Values:   * Handling it Together * Exceptional Service * Raising the Bar * Own It   **Technical Skills**   * Test Analysis. |