



## OUR PURPOSE

To be a collaborative, innovative and inclusive learning organisation that provides high quality education, training, workforce development, workforce data and technology for Scotland's health and social care workforce.



## OUR VISION

Supporting better rights-based quality care and outcomes for every person in Scotland through a skilled, capable and resilient health and social care workforce.

Test Lead (Digital Front Door Programme)  
NES Technology Service Directorate – Product & Delivery  
NHS Education for Scotland (NES)  
2026

Location: Flexible Location  
Grade: Agenda for Change Band 7  
Salary: £50,861 - £59,159 per annum  
Job Status: Full Time, 37 hours per week  
Duration: Fixed Term / Secondment until 31<sup>st</sup> March 2028

*NHS Education for Scotland is committed to creating a diverse and inclusive environment for all employees and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave.*

# Candidate Brief

## About the Directorate

NHS Education for Scotland (NES) plays a critical role in supporting the health and care sector to have the right people, in the right place at the right time through education, training and workforce development. People are the lifeblood of the NHS and social care; NES is right at the heart of ensuring a future supply. We're also central to delivering digital solutions which enable improvement in service to Scottish citizens and support our workforce to deliver it. Our organisation is full of talented, committed, specialists across health and care disciplines, backed up by excellent support functions. We are highly collegiate, innovative and delivery focussed.

NHS Education for Scotland (NES) is the national health board with statutory responsibilities to effect sustainable change through workforce development, education and training across the health and social care system in Scotland, while working at UK level with partner organisations.

The function of NES Technology Service is to develop and lead programmes of work and services that support both the corporate functions that allow NES to work and deliver its strategic objective and to deliver against both NES and Scotland's Digital Health and Care Strategy.

NES Technology Service (NTS) has been formed with the specific objective of consolidating NES' information-based expertise into a professional, focused centre for information and technical excellence.

It has created a strategic programme for the transformation of digital based services to allow NES to become a leading digital organisation in Scottish Health, digital by default and fully aligned with the Scottish Government's technology strategies.

These responsibilities relate to the core functions of NES in the following areas:

- Design, development, and operation of a technical environment and commensurate digital services to all NHS Scotland, Scottish Government and Care Sector stakeholders
- Support and development of fit for purpose technology systems and services to allow delivery of national strategic outcomes
- Communication, support, and leadership in all digital and technology disciplines
- Impact assessment of new technology services and systems
- Research and development as appropriate

## Our Technology

We are in the business of providing safe, secure and innovative technology products and services that aim to improve outcomes across education, training, workforce, health and care in the public sector in Scotland. Using modern cloud-based technology we deliver sustainable products and services for the future. Data plays an integral part of everything NTS does, and in supporting NES to be an intelligence led organisation

## About the Role

We are looking for a Test Lead to help deliver the NHS Education for Scotland strategy by supporting our Digital Front Door programme in developing quality, accessible, secure and performant solutions that make people's lives easier.

We design and develop digital technologies supporting innovation and transformation across NHSS and the Scottish care sector. Our Testing team is crucial to the success of our work in these areas, providing expertise, guidance and safeguards throughout the development and implementation process.

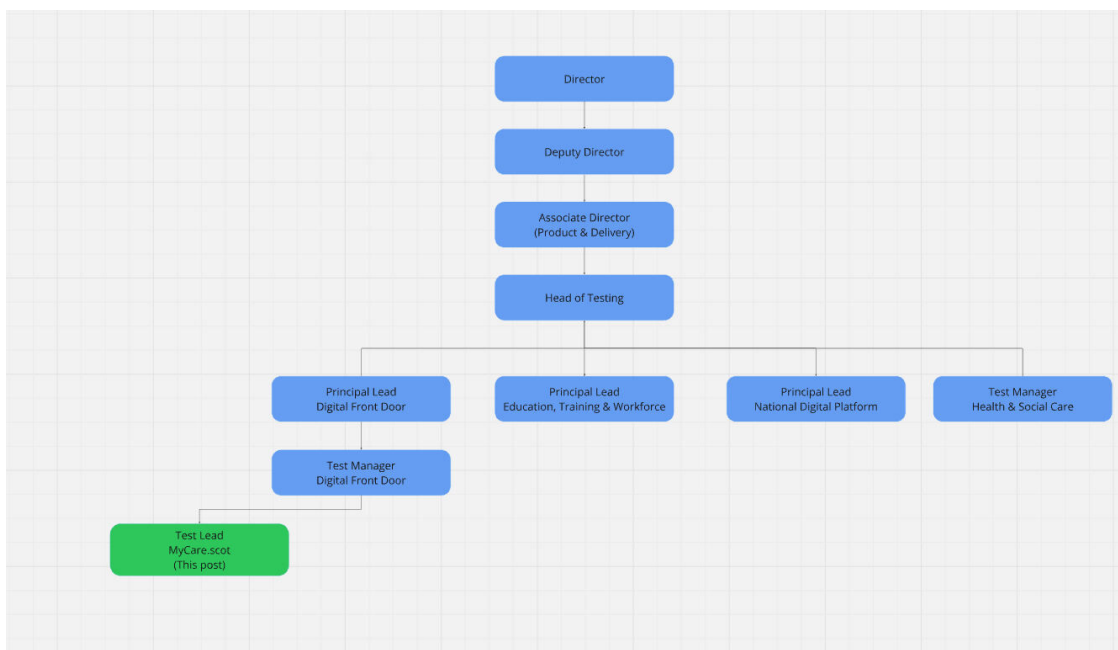
As part of the Test Team, this post will be crucial to the Product & Delivery Business Unit, which aims to maximise NES's return on its investment in digital products and services by focusing on ensuring we are delivering the right thing, to the right people at the highest quality.

This Test Lead post will be responsible for the operational delivery of the testing service within NES Technology Service directorate. This role will define and implement the test strategy ensuring robust testing processes are adopted across NES Technology products and services.

Key tasks will include but will not be limited to:

- Developing and implementing a test strategy that aligns with the directorate goals. This includes determining what types of testing are needed (e.g. functional, integration, performance, security, etc.), as well as when and how often testing should be executed.
- Working closely with testers, developers, product managers and other delivery team members across NES Technology Service, to ensure items of work deliver value at the desired level of quality
- Communicating confidently across teams and with stakeholders and being responsible for making well informed decisions
- Identification and escalation of risks associated to testing and delivery
- The planning, execution and management of the testing of products and services
- Working together with the other product and delivery team members to identify & implement process improvements

## Team Structure



# Applying for the role

Complete the Assessment section of the online application form by referring to the Person Specification and NES Leadership Behaviours\*\* below.

- Complete Question 1 ('Why do you think you are suitable for this role?') by explaining how you meet the criteria in the Person Specification.
- Complete Question 2 ('Why do you want to work for the NHS?') by showing how your own values are aligned with each of the five NES Leadership Behaviours\*\*.

## Person Specification

### Essential Criteria

These attributes are required for the role. Applicants who do not demonstrate the essential requirements in their application will normally not be considered.

### Desirable Criteria

These attributes would be useful for the role. When shortlisting candidates, these criteria will be considered when more than one applicant meets the essential criteria.

Factor	Essential	Desirable
<b>Education and professional qualifications</b>		<ul style="list-style-type: none"><li>• Honours Degree level qualification with related in-depth experience or</li><li>• SCQF Level 10 equivalence obtained via Professional Development Awards; Graduate or Professional Apprenticeships; and SVQs</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Extensive specialist expertise in modern software testing methods, practices, and quality-assurance strategies, with a proven ability to apply them in complex digital environments</li><li>• Proven experience of leading the planning, execution, and documentation of testing</li><li>• Track record of testing cloud-based applications, services, or infrastructure</li></ul>	<ul style="list-style-type: none"><li>• Experience of delivering presentations to large audiences on a local and/or national basis to enhance engagement and collaboration</li><li>• Experience of working within a Health, Social Care or educational environment</li><li>• Experience of working flexibly in complex/sensitive environments where the parameters of the job are not necessarily clearly defined</li></ul>

Factor	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Demonstrable experience of selection of and use of testing tools</li> <li>• Experience of communicating effectively and influencing at a senior level including working closely with external stakeholders and delivery partners</li> <li>• Experience of working flexibly and collaboratively within your own team and across other workstreams</li> <li>• Ability to breakdown technical solutions and quickly develop a model of the different components, and how they work to facilitate discussion and test ideas</li> <li>• Experienced in Agile Methodologies</li> <li>• Ability to identify and communicate risks that impact the delivery of a high-quality testing service and risks to product quality</li> <li>• Experience of working both independently and as part of a team, whilst balancing a range of competing priorities</li> <li>• Experience of leading team meetings, webinars, events and/or conferences online</li> <li>• Track record of working within project management environments, planning and organising a variety of tasks, including involvement in multiple projects and programmes of work</li> <li>• Experience communicating complex, confidential and often sensitive information with a range of staff across the organisation and with external stakeholders (both verbally and in writing)</li> <li>• Ability to work with minimal supervision; to plan and prioritise own workloads, and that of your team; and to meet deadlines</li> <li>• Flexible approach to learning and problem solving</li> <li>• Commitment to own personal and professional development, and that of your team</li> </ul>	<ul style="list-style-type: none"> <li>• Expertise in accessing, analysing and presenting a wide range of complex information to a range of audiences</li> </ul>

Factor	Essential	Desirable
<p><b>Specific skills, knowledge, and training</b></p>	<ul style="list-style-type: none"> <li>• Proven expertise in analysing requirements and complex technology solutions, identifying, assessing and communicating risks</li> <li>• Significant skills and experience of testing web applications</li> <li>• Skilled in influencing at all levels, particularly on the value of testing and the need for a whole team approach to building quality into our products and processes</li> <li>• Exemplary communication skills including patience and perseverance and a high degree of emotional intelligence</li> <li>• Able to evidence excellent leadership qualities including managing conflict and the ability to work together to support colleagues and resolve challenges</li> <li>• Proactively seeks new ways to improve quality, through commitment to continued personal and people development</li> <li>• Continually strives to develop processes and ways of working to improve the quality of services</li> <li>• Ability to manage internal and external stakeholders across different levels of seniority</li> <li>• Ability to respond to confidential and sensitive situations with confidence and discretion, utilising tact, diplomacy, and persuasion skills when necessary</li> <li>• Ability to collate and produce reports and statistical information</li> <li>• Line management skills and experience including coaching and/or mentoring of team members</li> <li>• Proven expertise in using Microsoft 365, in particular Teams, Word, Excel, PowerPoint and SharePoint</li> <li>• Ability to meet the travel requirements of the post</li> <li>• Values driven approach to practice, aligned with core NHS &amp; NES values**</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Rapid Software Testing Methodology</li> <li>• Experience in mobile application testing</li> <li>• Accessibility Testing experience</li> <li>• Sound understanding of the application of GDPR to the storage and use of personal information and data privacy</li> <li>• Knowledge and understanding of the wider combined health and social care system (including the third and independent sector) along with a sound grasp of the Scottish policy context/sector</li> </ul>

# NES Leadership Behaviours\*\*

The five NES Leadership Behaviours describe how we work at NES, and how we want colleagues to behave, whatever their role:

## Inspiring

- Passionate about our purpose and about excellence
- Communicating with enthusiasm
- Innovative and learning from success as well as setbacks

## Empowering

- Giving our colleagues space and authority to deliver outcomes
- Investing in learning and development
- Being approachable and open to constructive challenge

## Adaptive

- Responding flexibly to changing requirements and helping others to do the same
- Recognising that required expertise may not always sit at the top of the hierarchy
- Actively encourage innovative ideas/input from all levels

## Collaborative

- Committed to working together and across professional, clinical, and organisational boundaries internally and externally to achieve our objectives
- Sharing knowledge and skill for the benefit of the organisation as a whole
- Seeking feedback from colleagues to ensure quality

## Engaged and Engaging

- Committed to our values, agreed ways of working and our strategic and operational direction
- Visible to our stakeholders and to our teams
- Straightforward and honest in our communications