

Software/ Service Tester



We are looking for customers to help us design, develop and test our digital services. Getting involved means you can influence how we create systems and services so that they put the needs of the customer at their heart; ensuring they are accessible and easy to use.

We want to make sure we engage with customers over multiple digital channels (e.g. our website, social media and customer platforms such as apps and portals) and we need your help to do that.

What you'll be doing:

- Test new digital services before they go live with our customers
- Complete surveys and reviews related to the services you test
- Join other customers to discuss your experience
- Take part in usability sessions and focus groups where you'd be evaluating a service or product by testing it as a customer

What we're looking for:

- We're looking for people with all levels of IT skills – we need to make sure our services are accessible for everyone, so no matter your ability, your opinion really counts!
- A positive and neutral outlook to make sure our services are relevant to the community you live in
- The confidence to challenge and offer alternatives to existing systems
- You do need to be able to access the internet via your own device – this could be a computer, tablet or phone
- But you don't need any previous experience, just enthusiasm and the desire to improve our services for our customers

Training and support

You don't need any formal training to be a software or service tester, however each brief will be unique so we'd have information sessions to talk you through it and answer any questions you may have.

Level of commitment

We understand that everyone has different time commitments. Much of the testing can be done from home and will take only a few minutes. Other projects may be more involved, and we may ask you to take part in a full day's testing session either online or at one of our offices. However, you will always get the choice of what you take part in.

What's in it for you:

- Help us to improve and deliver excellent services
- Gain experience of working on real-life IT projects
- Meet new people and increase your confidence
- Gain knowledge and learn more about Platform Housing Group

Our commitment to you:

- We'll listen to all your suggestions and comments
- We'll take your views into account
- We'll let you know how your involvement influenced what we do

We'd love you to get involved, so please complete the form on the Get Involved page <https://www.platformhgeast.com/get-involved/> to register your interest or head to the Platform Communities Facebook [@Platformhgcommunities](https://www.facebook.com/Platformhgcommunities)

Please note our incentive and rewards scheme is currently under review, however we are committed to recognising the contribution made by our involved customers.

CUSTOMER



FOCUS ON DELIVERING RESULTS

platform
housing group