

## Person Specification

<b>Position Title</b>	<b>ICT Officer (Commercial, Change, Support or Development)</b>
<b>Division / Section</b>	<b>Resources</b>
<b>Service Area</b>	<b>Customer &amp; Digital Services</b>
<b>Responsible To</b>	<b>ICT Development Manager ,Systems Support Manager or Lead</b>

## Person Specification

<b>Qualifications, training &amp; professional membership</b>	<ul style="list-style-type: none"> <li>Qualified to SVQ4 level or equivalent in an appropriate discipline, however, suitable compensating experience in a relevant field would also be appropriate</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Qualification in IT Development or Service Management (such as ITIL)</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>A degree or an equivalent professional qualification.</li> </ul>	Desirable

**The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.**

### EXPERIENCE

<ul style="list-style-type: none"> <li>Experience in ICT service or project delivery.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Practical experience delivering ICT work and projects.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Experience of delivering ICT processes, procedures and practice.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Experience of working flexibly in an environment where strategic change and continuous improvement exist.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Experience of operating in a number of multi-disciplinary teams working to deliver specific project(s)/ work packages.</li> </ul>	Desirable

### KNOWLEDGE, SKILLS AND UNDERSTANDING

<ul style="list-style-type: none"> <li>Proven ability to deliver and/or contribute to projects and work streams</li> </ul>	Essential
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| • Present issues effectively and clearly at a variety of forums and have a sound appreciation of the complexity and diversity of Council business. | Essential |
| • Must be able to present issues effectively and clearly at a variety of forums.   | Essential |
| • Knowledge and understanding of ICT and digital technologies  | Desirable |
| • Understanding of local address gazetteers  | Desirable |
| • Demonstrable influencing and negotiating skills  | Desirable |
| • An understanding of the political processes within local authorities.  | Desirable |

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## Competencies & Values Framework: Level B

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

<b>Customer focused</b>	<ul style="list-style-type: none"><li>• promotes the importance of quality customer/client services within the team and aims to exceed customer/client expectations</li><li>• identifies opportunities to improve the way the team delivers customer/client services</li><li>• ensures teams correctly identify customer/client needs and provide satisfactory solutions</li><li>• takes personal responsibility to manage customer/client relationships</li><li>• implements service improvements</li><li>• Monitors quality of service.</li></ul>
<b>Works Effectively with others</b>	<ul style="list-style-type: none"><li>• treats team members fairly and equally, recognises and demonstrates appreciation of their contribution</li><li>• identifies with and has a shared commitment to achieving team objectives</li><li>• shares knowledge and information with others</li><li>• thanks others for their contribution and efforts</li><li>• fosters good working relationships within teams in own department</li><li>• actively seeks others input and values their contributions.</li></ul>
<b>Managing change</b>	<ul style="list-style-type: none"><li>• reacts positively to change</li><li>• is flexible and adapts plans in response to change</li><li>• prepares and supports team members during periods of change</li><li>• constructively challenges current thinking and procedures and offers alternative solutions</li><li>• gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm.</li></ul>
<b>Taking Ownership and Responsibility</b>	<ul style="list-style-type: none"><li>• takes the initiative to start activities or actions</li><li>• recognises when a decision is needed and commits to act</li><li>• is proactive, acts quickly to address current issues</li><li>• seeks feedback and takes appropriate action</li><li>• takes responsibility for personal development</li><li>• modifies own behaviour to influence different situations.</li></ul>
<b>Communicating Effectively</b>	<ul style="list-style-type: none"><li>• uses positive, appropriate language in all situations</li><li>• communicates clearly and concisely to influence others</li><li>• uses a variety of methods to communicate in the most effective manner</li><li>• creates a positive confident impression</li><li>• uses interpersonal skills to have a positive impact in meetings</li><li>• keeps written messages simple.</li></ul>

**Planning and Decision Making**

- regularly monitors progress and takes corrective action to ensure priorities are met
- gathers information from several readily available sources
- considers information objectively to establish logical options and generate solutions
- considers options and risks before making a decision
- determines resources and co-ordinates work logically to ensure tasks are completed effectively.

**Leading Others**

- earns respect by setting a positive example through own behaviour and actions
- clearly identifies what has to be done and communicates reasons to team
- motivates and drives individuals to achieve personal objectives
- supports and encourages others to confidently make decisions
- engages others and gains commitment to the Council vision
- facilitates interactions so people work effectively together, handles strong personalities
- adapts leadership style to suit different situations.

**Managing Performance and Developing Others**

- strives to continually improve own and team's performance
- provides regular and constructive feedback
- coaches others to learn new skills
- reinforces/supports the use of newly acquired skills
- visibly supports the processes for learning and development
- sets individual targets and instils a desire to achieve targets
- complies with the requirements of the Council's performance management process (PRD).

**Political Sensitivity**

- understands how underlying issues and opportunities affecting the team impact on day to day planning
- recognises team constraints - what is or is not possible in different circumstances
- builds team relationships to get things done
- accepts that the political decision making process of the Council will influence the team.