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**PERSON SPECIFICATION**

**IT and Digital Support Manager**

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| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
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| **Education and Qualifications** | * Educated to HND level or equivalent in a relevant discipline. * Commitment to Continuous Professional Development. |  |
| **Experience and Knowledge** | * Experience of managing technical aspects of IT infrastructure to third line level. * Substantial management experience in a similar role. * Experience of working in an Agile Delivery environment. * Experience of six sigma and lean processes. * Experience of managing third party partners to deliver outsources services. * Experience in managing projects with clear business improvement outcomes. | * Experience of engaging with staff and the public, at all levels. * Experience of prioritising and allocating work to team members. * Experience of dealing with complex and challenging business problems and utilising technology solutions to support the business need. |
| **Skills and Abilities** | * Excellent communication skills. * Ability to develop initiatives to enhance services for internal and external customers. * Up to date knowledge of existing, new and emerging ICT technologies. * Understand how to translate corporate practices and plans into ICT strategy and team plan. | * Knowledge of trends and changes in IT. |
| **KEY PERFORMANCE OUTCOMES** | **ESSENTIAL** | **DESIRABLE** |
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| **Leading Others/Team Working** | * Ability to provide leadership, a clear sense of purpose and direction to colleagues. * Ability to deploy staff and other resources effectively to achieve objectives. * Demonstrate an interest in, and understanding of others. * Help build the team and foster team spirit. * Listens, consults others and communicates effectively. * Contributes to the shared vision and purpose. * Involves the team in decision and actions. * Support team members to monitor and maintain quality and productivity. |  |
| **Effective Communication** | * Ability to prepare reports and other written and verbal communication to a high standard. * Ability to express ideas clearly and concisely and to adapt communication to suit different audiences. * Ability to form constructive working relationships with colleagues across the organisation. * Be comfortable and confident communicating on a one to one basis as well as to a wider audience. * Ability to communicate decisions effectively to team members. |  |
| **Objective Decision Making**  **Objective Decision Making (cont.)** | * Demonstrates analytical and systematic approach to problem solving (eg root cause analysis and 5 Why’s). * Encourages and supports decisions of team members. * Contributes to the development of operational processes and systems to meet business aims. * Initiate drive and determination to complete tasks and achieve objectives. |  |
| **Planning and Organising** | * Regularly reviews workloads, goals and targets with team members and prioritise where necessary. * Uses 1-1 supervision and group conversations to support and coach team members. * Delegates effectively to others and optimises resources to achieve desired results. * Allocates people and resources effectively by taking account of individual strengths and development needs. * Demonstrate an understanding of ITIL processes including change control. |  |
| **Flexibility** | * Encourages a flexible, positive outlook in their team. * Encourages team members to adapt to changing circumstances. * Encourages team members to introduce and accept new ideas and change initiatives. * Adapts interpersonal style to suit different people or situations. |  |
| **Improvement Focus** | * Ability to use knowledge and experience to continuously improve service provision. |  |