****

**PERSON SPECIFICATION**

**IT and Digital Support Manager**

|  |  |  |
| --- | --- | --- |
| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
|  |  |  |
| **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** |
|  |  |  |
| **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.
 |  |