

PERSON SPECIFICATION – HR029



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Job Title	ICT Support Team Manager
Department	Service Delivery - ICT
Job Family	Specialist

Category	No.	Requirements	Essential (E) or Desirable (D)	Evidence: A, I, P, O (see key)
Education & Qualifications	1.	4 GCSE passes - Grade A* - C / 9 - 4, including English and Mathematics or equivalent Level 2 qualification (including L2 functional skills), or higher-level relevant qualification	E	A
	2.	ITIL Foundation	D	A
Knowledge & Experience	3.	Demonstrate relevant management experience or equivalent experience at E grade or higher (if internal).	E	A, I
	4.	Experience of working in an ICT environment	E	A, I
	5.	Good knowledge and understanding of the ICT industry and emerging technologies.	E	A, I
	6.	Knowledge of the procurement processes used to record and procure day to day equipment and software within the scope of the approved ICT Support budgets.	E	A, I
	7.	Experience of engaging with multiple hierarchies and conflicting priorities.	D	A, I
Skills & Abilities	8.	Excellent communication skills both written and oral; ability to communicate maintaining a positive attitude to internal/external customer care, remaining calm and helpful to customers under pressure.	E	A, I
	9.	Ability to effectively communicate business needs to the technology teams, with good attention to detail	D	A, I
	10.	Excellent people skills: ability to support and develop others and a willingness to share knowledge and experience.	E	I
	11.	The ability to monitor and review progress against work targets and able	E	A, I

		to prioritise work under changing circumstances.		
	12.	Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	A, I
	13.	Excellent organising and planning skills whilst ensuring accuracy.	E	A, I
Additional Requirements	14.	Must be able to fulfil the travel requirements of the role.	* ₁ E	A, I
	15.	Demonstrates a commitment to equality, diversity and inclusion, adopting a fair and ethical approach to others	E	A, I
	16.	A willingness to undertake Health & Safety training and comply with statutory responsibilities under Health & Safety legislation, including an awareness of Manual Handling.	E	I
	17.	Prepared to undertake specific training as a part of the induction process to develop understanding of Fire Service activities and acquire post entry skills	E	I
	18.	A willingness to travel and work including meetings and training courses throughout both Counties and outside the Service area as and when required	E	A, I
	19.	To participate in the ICT Out of Hours Best Endeavours Scheme. Actively manage and participate, if necessary, in the 24/7 ICT Out of Hours Support Rota	E	A, I

*₁ A Service vehicle may be available, please note Service vehicles are manual transmission only.

Key to Assessment

A) Application

I) Interview

P) Presentation

O) Selection Tests (Psychometric Testing / Job Related)