

Finance and Corporate Services – ICT Services

Person Specification

Service Digital Improvement Officer

Post number: TBC

Post grade: LS11

ATTRIBUTES

ESSENTIAL

DESIRABLE

EXPERIENCE

Work related

Proactive and Technologically Curious: Demonstrates initiative and a strong interest in emerging digital services and technologies.

Organisational Agility: Capable of managing multiple small-scale projects, coordinating meetings, and maintaining accurate documentation.

Administrative Precision: Skilled in tracking actions, updating project databases, and supporting procurement and reporting processes.

Professionalism and Responsiveness: Maintains effective communication with internal teams and external vendors, presenting a professional image.

Stakeholder Engagement: Works closely with system owners and department leads to ensure solutions meet user needs and ICT standards.

Data Handling: Understands the importance of confidentiality and complies with data protection regulations.

Understand and Be Able to Use Microsoft 365

Products: Confident in using tools such as Teams, SharePoint, Outlook, Excel, and OneDrive to support collaboration, documentation, and project delivery.

QUALIFICATIONS	A Level or equivalent, in a relevant subject	Prince2 Foundation ITL Foundation
SPECIALIST KNOWLEDGE / SKILLS	<p>Project Coordination: Supports the ICT Project Development Officer in delivering the annual programme and provides administrative support across ICT initiatives.</p> <p>Digital Literacy: Proficient in Microsoft Office and project documentation tools.</p> <p>Experience in designing, Implementing, and Configuring Digital Services: Able to contribute to the development and deployment of digital platforms and tools.</p> <p>Plan Implementations or Upgrades as Required: Able to coordinate and schedule system or infrastructure upgrades, ensuring minimal disruption and alignment with project timelines.</p>	<p>Experience Managing Infrastructure Installations: Oversees the installation of new infrastructure equipment, ensuring minimal disruption and compliance with standards.</p> <p>Knowledge of Cybersecurity Threats and Current Mitigations: Understands common cyber risks (e.g., phishing, ransomware, data breaches) and the tools and practices used to prevent them, supporting secure project delivery.</p>
PERSONAL CHARACTERISTICS	<p>Flexible, hard working to react to project deadlines and support requirements</p> <p>Ability to work as part of a team or on own initiative and meet deadlines</p> <p>A professional approach, with excellent communication skills</p> <p>Customer focussed</p> <p>Must have a 'Can do' attitude</p> <p>Ability to solve problems</p> <p>Possess an accurate, logical and methodical approach</p> <p>Able to self-learn in the development of new technical skills</p>	Have personal interest in new IT technologies outside of work

	<p>Excellent research skills</p> <p>Ability to demonstrate a high level of organisational skills</p> <p>Able to show enthusiasm for IT related issues</p> <p>Keeps abreast of the latest technologies and challenges in the IT industry</p>	
PHYSICAL REQUIREMENTS	<p>This role requires the lifting of reasonably heavy boxes and/or equipment, and the use of step ladders.</p>	
SPECIAL WORKING CONDITIONS	<p>Able to work out of hours when required.</p> <p>Full Driving License and have business insurance or the ability to travel to various locations</p>	

- Reasonable adjustments will be made in line with the Equality Act 2010

PREPARED BY: Matt Doar

DESIGNATION: ICT Operation Manager

DATE: 04/08/2025