PERSON SPECIFICATION

Senior Social Care Applications Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – D, I

Essential:

- Excellent standard of numeracy and literacy
- Minimum of 5 GCSE's grade C and above including Maths and English or equivalent, or relevant demonstrable experience.
- Degree or equivalent in a computing related subject or relevant demonstrable experience.

Desirable:

- ITIL Foundation / Practitioner
- PRINCE2 Foundation / Practitioner
- Agile Foundation / Practitioner
- Qualification in Business Analysis
- Training or management qualification

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – D, I

Essential:

- At least 5 years' experience of supporting complex business applications at a second- or third-line level
- Demonstrable experience of working in an enterprise level ICT environment
- Experience of transforming business requirements into software solutions
- Good IT skills.
- Ability to work under pressure and to tight timescales
- Able to participate and contribute ideas/information at meetings
- Experience of proposing viable solutions to support business processes
- Demonstrable experience of delivering services with a clear focus on ROI

Desirable:

- Experience of managing a team and developing team members
- Experience of developing work plan, monitoring progress and delivering to timescale
- Experience of working in an IT environment within Local Government, specifically Social Care service area
- Experience of business process development in Social Care Applications
- Experience of project management methodologies and processes especially the Agile Project Method
- Demonstrates developing processes based on best practice models and standardised procedures
- Understanding of Microsoft Office/365 product suite

Specialist skills and abilities

Method of Assessment – D, I

Essential:

- Knowledge of, and working with, the legislation and statutory requirements relevant to Social Care
- Capable of dealing with customers with varying levels of ability

- Ability to clearly explain technological concepts to users with varying levels of ICT knowledge with patience and diplomacy
- Have a problem-solving approach and be open to new technologies

Desirable:

- Knowledge of relational databases
- Knowledge and understanding of the rules and regulations underpinning data governance and security
- Commitment and understanding of value for money.

Personal skills and attributes

Method of Assessment – D, I

Essential:

- Personal commitment to continuous self-development and service training
- Excellent presentation and communication skills at all levels
- A systematic and analytical approach to problem solving
- Ability to maintain high professional standards even when working under pressure
- Ability to work flexibly and be capable of adapting to changing circumstances
- Excellent customer care skills
- Ability to work both independently and as part of a team.
- Take responsibility for own, and team, performance and improvement
- Decision making skills
- Strong attention to detail and a keen desire to deliver the highest quality solutions to customers

Desirable:

- Drive and enthusiasm to support development of new integrated ways of working
- Solves complex problems with creative solutions
- Thinks clearly and calmly under pressure
- Ability to challenge openly and objectively to foster a climate of best practice and continuous improvement.

Decision making impact and innovation

Method of Assessment – D, I

Essential:

- Able to organise and prioritise a program of work
- Awareness of national initiatives affecting local government.
- Able to use own initiative to make critical service decisions.
- Able to innovate and improve ICT service delivery.

Special working conditions

Method of Assessment – D, I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

Desirable:

- The post holder must possess a full driving licence and provide a car for business use. Alternative travel arrangements will be discussed with disabled candidates