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**EMPLOYEE SPECIFICATION**

POST:

**A = Application I = Interview P = Presentation**

St Luke’s Hospice is an Equal Opportunities employer and promotes equality of access to employment. St Luke’s Hospice employees are required to follow the specific HR Policies supporting recruitment & selection.

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| **EXPERIENCE**Proven experience in IT Service Management roles, with at least 3 years in managing IT services or similar.Experience of managing and leading IT service / support teams.Proven track record in delivering IT services within a service framework.Budget management experienceExperience of managing supplier relationships and third-party service contracts.Experience in providing guidance, development and mentoring to IT service colleagues.Experience of defining, communicating and working to Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)Experience in system administration e.g, Azure Active Directory and inTunePractical experience of implementing ISO27001 processes**KNOWLEDGE**Knowledge of ISO27001A strong understanding of regulatory compliance requirements such as GDPRKnowledge of networking components / infrastructureKnowledge of incident management and change management processes**QUALIFICATIONS/TRAINING**Bachelor’s degree in a relevant field (e.g. Computer Science) or equivalent relevant experience Microsoft certification in relevant areas**SKILLS/ABILITIES**Demonstrated ability to work independentlyStrong verbal and written communication skillsAbility to manage and motivate a teamAbility to articulate technical solutions in a way that is understandable to both technical and non-technical stakeholdersAbility to interpret data from monitoring systems, service metrics and customer feedback to make informed decisionsEffective time management skills to facilitate the prioritisation of day to day service / support requests alongside project workAbility to manage priorities for own workload and that of the IT Service teamAdvanced problem solving skills, demonstrated by a methodical and logical approach to diagnosing and resolving issues across multiple IT domains.**PERSONAL ATTRIBUTES**Ability to form strong, effective partnerships with users at all levelsProactive approach to continuous service improvementDrive to follow up with users to ensure resolution success and customer satisfactionAn ability to maintain confidentialityCommitment to continuing professional developmentExcellent teamwork and collaboration skills**VALUES**Ability to demonstrate, understand and apply our organisations values. These are embedded in all roles and applicants must evidence their own values during the selection process.* Compassionate
* Dignified
* Inspired
* Pioneering
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