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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 experience  Experience 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 inTune  Practical experience of implementing ISO27001 processes  **KNOWLEDGE**  Knowledge of ISO27001  A strong understanding of regulatory compliance requirements such as GDPR  Knowledge of networking components / infrastructure  Knowledge 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 independently  Strong verbal and written communication skills  Ability to manage and motivate a team  Ability to articulate technical solutions in a way that is understandable to both technical and non-technical stakeholders  Ability to interpret data from monitoring systems, service metrics and customer feedback to make informed decisions  Effective time management skills to facilitate the prioritisation of day to day service / support requests alongside project work  Ability to manage priorities for own workload and that of the IT Service team  Advanced 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 levels  Proactive approach to continuous service improvement  Drive to follow up with users to ensure resolution success and customer satisfaction  An ability to maintain confidentiality  Commitment to continuing professional development  Excellent 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 | √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √ | √  √  √  √ | **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I**  **A, I** |