

PERSON SPECIFICATION

Post Designation: E-Government and ICT Strategy Manager

The factors listed below indicate the skills/experience/aptitudes/circumstances which will be required of the person undertaking the job. Your application will be assessed in the light of these, so you should consider carefully how best you can demonstrate your suitability for the job, and prepare your application accordingly. The factors listed in Section 1 are essential requirements of the job, and applicants who are unable to meet all of these will not be considered.

1. Essential Requirements:	Desirable
<p>Education:</p> <ul style="list-style-type: none"> ▪ Relevant vocational / professional, qualification or relevant degree or equivalent; ▪ Programme and Project Management qualification; ▪ High degree of computer literacy including sound knowledge of MS Office applications; ▪ High degree of awareness of up to date IT products, trends and developments. 	
<p>Experience:</p> <ul style="list-style-type: none"> ▪ Relevant experience in:- ▪ Application of E-Government using technology to transform services; ▪ Government policies for E-Government, strategy, legislative and financial frameworks; ▪ Developing/implementing ICT strategies; ▪ Partnership working with other government or private sector organisations; ▪ Planning and managing multiple and long term projects; ▪ Budgetary monitoring and control systems and procedures; ▪ Data Protection Act, Freedom of Information Act and other relevant legislation; ▪ Experience in delivering projects and programmes on time and to budget. 	<ul style="list-style-type: none"> ▪ Experience of using the internet and/or other electronic media for service delivery. ▪ Knowledge and understanding of accessing external funding opportunities; ▪ Experience of planning or directing Information Strategies within an organisation. ▪ Implementing key elements of E-Government, including Customer Relationship Management and Electronic Record and Document Management Systems. ▪ Business Process re-engineering.
<p>Communications:</p> <ul style="list-style-type: none"> ▪ Ability to communicate effectively both 	

<p>with IT professionals and non-IT professionals in a clear and jargon free manner;</p> <ul style="list-style-type: none"> ▪ Excellent written and verbal communication and presentation skills. 	
<p>Disposition:</p> <ul style="list-style-type: none"> ▪ Ability to create, maintain and enhance effective working relationships with Members, colleagues and a wide range of external contractors; ▪ Good team player with corporate, customer and quality focussed approach; ▪ Effective influencing, persuasion and negotiation skills. 	
<p>Equalities and Valuing Diversity</p> <ul style="list-style-type: none"> ▪ Recognises and responds to diverse needs; ▪ Shows respect for all groups and individuals regardless of their culture, ethnic origin, gender, sexual orientation, age or abilities; ▪ Values the contributions and opinions of all groups and individuals; ▪ Advises on alternative options to ensure equality of access to information and services; ▪ Awareness of equal opportunities and access issues and an understanding of how these impact on the work of the Council. 	<ul style="list-style-type: none"> ▪ Anticipates and understands diverse needs and requirements; ▪ Obtains feedback on services provided; ▪ Encourages and identifies opportunities to develop alternative services appropriate to the needs of different groups; ▪ Encourages the involvement of different groups in the development of the services.
<p>Customer Focus</p> <ul style="list-style-type: none"> ▪ Proactive in responding to customer needs and requirements; ▪ Demonstrates knowledge and understanding of relevant service standards and the Council's complaints procedure; ▪ Establishes good relationships with customers; ▪ Shows empathy and uses tact and diplomacy when dealing with customer requests; ▪ Takes ownership of customer problems and proposes solutions; ▪ Change practices in response to customer feedback; ▪ Works with others to improve customer 	<ul style="list-style-type: none"> ▪ Anticipates and understands customer needs / requirements; ▪ Seeks feedback from customers/community on the service provided and acts on it; ▪ Identifies the diversity of customer/user needs; ▪ Develops an in depth understanding of customer requirements; ▪ Identifies opportunities to add value and deliver a more effective quality service; ▪ Develops other's customer

service.	service skills.
<p>Initiative and Motivation</p> <ul style="list-style-type: none"> ▪ Develop and implement innovative and creative solutions to the Council's business needs; ▪ Highly self motivated, able to work on own initiative or as part of a team, able to motivate and energise project teams. 	
<p>Professional Judgement / Decision Making</p> <ul style="list-style-type: none"> ▪ Critical analysis skills and the ability to analyse complex problems; ▪ Ability to prioritise effectively and to work to tight and inflexible deadlines with minimal supervision; ▪ Build a climate of trust and openness; ▪ Team player. 	
<p>Other Factors</p> <ul style="list-style-type: none"> ▪ Flexible approach to work ie, hours, duties, tasks, peaks, etc; ▪ Full UK driving licence; ▪ Political sensitivity. 	