



Job Title: ICT Analyst
Grade: Y5a
Reports To: ICT Lead Business Partner /
 ICT Manager /
 Project Manager, Customer Services
Number of Reports: up to 4

Key job element

Work as part of a team to deliver a one stop shop approach for ICT services to specified YHN business partners, contributing to the analysis, design, implementation, documentation, testing, security, continuity, support, maintenance and operation of ICT solutions, services and change requests.

Perform technical activities as assigned, including:

- Emerging technology monitoring and technology research
- Business analysis, including requirements capture, process mapping and modelling
- Systems design and development, including database design, programming and testing
- Project management and production of business reports

Manage assigned sub-functions (eg ICT Service Desk), developing procedures, maintaining work schedules, allocating and monitoring tasks, and providing relevant performance indicators.

Supervise and mentor ICT Officers and ICT Support Officers as assigned

Contribute to specialist groups, providing technical leadership where appropriate, and contributing to knowledge transfer and learning.

Person Specification: This area focuses on specific areas (Skills/ knowledge) to be demonstrated in the role.

Essential Criteria

- IT professional, capable of working at SFIA level 3 (apply) across a broad range of IT competencies and level 4 (facilitate) in key areas of responsibility and expertise
 - Demonstrable experience in the delivery of ICT services using recognised IT-related principles, processes and frameworks (eg ITIL, DSDM, Prince2, UML, etc)
 - Competent in using standard technologies (eg Access, Excel, SharePoint) to store and manipulate large amounts of information, including personal data, accurately and with appropriate regard to security and confidentiality
 - Able to interpret, analyse and give advice on complex ICT requirements and problems
 - Well organised and motivated
 - Effective interpersonal and communication skills
- All employees are expected to be flexible within the scope of the role

The following Management behaviour is generic to all management roles within YHN and managers at all levels of the organisation are expected to be able to demonstrate its components.

Management Behaviours:

This area focuses on the additional responsibilities of managers.

Business Focus – supports and understands the needs of the organisation at a local and wider level and communicates clear business goals

Leading by Example – operates professionally, and acts as a role model in demonstrating YHN competencies


Developing Others – helps realise the potential of others to build a successful team and addresses performance issues

The following 3 areas of behaviours are generic to all roles within YHN and every member of staff should be able to demonstrate them.

Your Homes Newcastle's Core Values are identified by the  symbol

Personal Behaviours:

This area is about yourself as an individual and your responsibilities for the way you operate at work.

Accountability – acts openly and takes responsibility 

Integrity – acts fairly and honestly 

Passion – works positively and with enthusiasm 

Drive for Achievement – actively contributes to achieving personal and organisational targets and objectives

Planning and Organising your work – uses time efficiently and works in a well structured way

People Behaviours:

This area focuses on the responsibilities each person has in dealing with others.

Respect – treats everyone with care and professionalism 

Customer Focus – knows who their customers are and understands their needs and expectations

Communication – communicates accurately and clearly using the most appropriate method

Team Working – supports effective team working in all teams operated within

Business Behaviours:

This area focuses on how each individual contributes to the success of the business.

Change positive – embraces change and supports the effective implementation of changes

Value for Money – recognises the financial implications of decisions and actions

Forward-thinking – proactively seeks improvements and solutions 