PERSONAL SPECIFICATION - KNOWLEDGE AND QUALIFICATIONS

IT Services Manager: Salary Scale I

	Attribute	Essential / Desirable	Assessment
Qualifications and Professional Development			
	English and Maths to GCSE standard (strong pass grades)	E	A
	Level 4 or above qualification in a related subject area	E	A
	Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role	E	A/I
	Qualification relating to the ITIL framework	D	A
	Prince2 or equivalent project management qualification	D	A
	Knowledge of the ITIL framework, or similar framework	E	A/I
	Experience of a strong technical experience and project management in service delivery	E	A/I
	Experience of a strong technical experience and project management in service delivery in an education establishment	D	A/I
	Experience with broad infrastructure ICT services, projects and solutions delivery	E	A/I
	Be able to demonstrate experience of project delivery from conception to implementation	E	A/I/R
	Experience with Microsoft suite of resources, including O365 and be able to demonstrate a full understanding of cloud-based strategies	E	A/I
	Evidence of recent and continuing professional development relevant to the role	E	A/I/R
Knowledge and Skills			
	Have good personal management skills including good interpersonal and communication skills, patience and the ability to interact with people at all levels offering assurance where necessary	E	A/I/R
	Ability to deliver a vision with a diverse team or individuals	E	A/I
	Have very high standards of customer care and be insistent that these are maintained by your team	E	A/I
	Have confidence in taking a lead on tasks and/or projects when required to do so	E	A/I/R
	Attention to detail at all levels of project management	E	A/I
	Ability to meet deadline and work under pressure	E	A/I/R
	Have a methodical approach to diagnosing and resolving faults and problems	E	A/I
	Ability to communicate clearly including listening well	E	A/I/R
	Ability to write accurate, coherent and professional documents for a wide range of audiences including senior leaders, staff and students	E	A/I/R
	Ability to manage a team effectively, accepting responsibility and accountability, and to delegate effectively	E	A/I/R
	Ability to relate to everyone making up the whole academy community	E	A/I
	Ability to persuade, motivate, negotiate and influence	E	A/I
	Excellent working knowledge of IT applications including O365, Management Information systems, security systems and backup	E	A/I
	Data protection and GDPR	E	A

Experience			
	Successful experience of leadership and management	E	A/I
	Successful experience of leadership and management in an educational setting	D	A/I
	Involvement in self-evaluation and improvement planning	E	A/I
	Financial management including budget preparation and monitoring and procurement	E	A/I
	Contributing to staff development	D	A
Personal Qualities			
	Be able to demonstrate using your own Initiative and being resourceful	E	A/I
	Excellent oral and written communication skills	E	A/I
	Commitment to promoting the ethos and values of the school, securing the best possible outcomes for students	E	A/I
	High levels of professionalism, integrity, honesty, loyalty, kindness and fairness in all dealings with people and businesses	E	A/I/R
	Ability to work under pressure and prioritise effectively to meet deadlines	E	A/I/R
	Ability to build and maintain positive working relationships across the academy	E	A/I/R
	Ability to lead and develop others within a team	E	A/I/R
	Commitment to maintaining confidentiality	E	A/I/R
	Commitment to safeguarding children understanding relevant statutes and guidance, including keeping children safe in Education	E	A/I
	Awareness of and commitment to equal opportunities	E	A/I
	Constructive handling and resolution of problems and grievances	E	A/I
	Adaptable and positive approach, emotional intelligent, with a sense of humour	E	A/I/R

Assessment and evidence: A = Application; I = Interview process; R = Reference