

Service Improvement Assistant

InformationNOW – N5

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Embraces and drives positive change.
2. Adaptable to new ways of working and a curiosity to explore innovative solutions.
3. Ability to analyse information, problem-solve and recommend solutions.
4. Willing to take initiative and think creatively.
5. A commitment and aptitude to develop new skills and work collaboratively.
6. General ICT skills, with some experience and/or knowledge of digital tools.
7. Ability to use technology to enhance user experiences.
8. Excellent written and verbal communication skills with the ability to engage effectively with a diverse range of stakeholders.
9. Attention to detail.
10. A commitment to equality in all working practices.
11. Other duties commensurate with the post.

Desirable

1. Experience of website content management and accessibility best practices.

2. Experience of project and/or change management.
3. Experience of and/or understanding of digital transformation and service improvement.

Additional Requirements

Flexible approach to work, location, duties and hours

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?