SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION

Directorate: Resources, Transformation & Operational	**Service:** Transformation Services	**Job Title:** ICT Manager

Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
Substantial experience of leading secure, resilient ICT infrastructure services across cloud, hybrid and on-premises environments. Demonstrable knowledge of cyber-security governance, risk management and recognised frameworks, including the Cyber Assessment Framework, Cyber Essentials, Public Services Network (PSN) or an equivalent outcomes-based framework. Experience of leading the development and implementation of ICT strategies, plans and technical roadmaps to achieve corporate priorities Experience of overseeing infrastructure and security monitoring, vulnerability management, patching, secure configuration and endpoint protection. Experience of incident response, disaster recovery, backup assurance and tested service restoration. Experience of acting as technical architect for ICT solutions, developing new technology solutions to support transformation and service improvement. Experience of ensuring that critical ICT systems, technology assets and key service dependencies are effectively identified, documented and managed.	Degree level IT qualification ITIL qualification or equivalent service-management qualification or demonstrable practical experience. Understanding of public-service delivery, governance and statutory responsibilities	Application Form Interview Copy of qualifications Exercise / Presentation

ESSENTIAL	DESIRABLE	HOW ASSESSED
Experience of assessing and managing cyber risks associated with suppliers, hosted systems and cloud services. Understanding of data protection, information governance and the technical controls required to protect sensitive information. Experience of managing technology lifecycle, technical debt, unsupported systems and infrastructure improvement programmes to budget. Ability to translate technical risk into clear advice, options and recommendations for senior leaders and governance forums. Experience of producing performance reports and business cases, including presenting to Leadership Team. Proven experience of leading, developing and supporting a team of technical staff and external delivery partners. Evidence of continuing professional development and maintaining awareness of emerging threats and technologies.		

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	4	Sets very high personal standards for their work and uses industry standards to measure success Responds positively to challenges, applying energy to tasks and seeking to do things better		Interview Application Form

		Attention to detail and ability to produce accurate work to a quality standard Actively seeks feedback to learn and improve own performance		
Communication	4	Ensures highly accurate messages and communications Clearly presents complex information or provides explanations so that it is easily understood by others		Interview Application Form
Creative Thinking	4	Drives innovation by thinking of new ways to solve challenges and make improvements		Interview Application Form
Customer Focus	4	Builds and develops relationships with customers Drives standards for excellent customer service with a strong commitment to providing high level of customer satisfaction		Interview Application Form
Decision Making and Problem Solving	4	Deals with issues systematically to make complex technical decisions and determine priorities A proven track record of problem solving and creativity coupled with a proactive approach to work		Interview Application Form Exercise / Presentation
Making Change Work	4	Proactively supports new ideas and initiatives		Interview Application Form
Managing Resources, Projects and Processes	4	Manage time effectively, meeting deadlines and multiple priorities Ability to delegate and looks for ways to make the most of available resources		Interview Application Form

		Excellent staff supervision and coaching skills, leading or contributing to the work of project teams		
Organisational Awareness and Commitment	3	Follows rules and regulations, policies and procedures Contributes to the aims and objectives of the Council	Understands the formal structure and hierarchy of the Council	Interview Application Form
Personal Impact	4	Ability to remain effective under pressure Positive can do attitude focused on solutions not problems	Ability to show empathy	Interview Application Form
Working Relationships	3	Builds a solid foundation of mutual understanding and trust Proactively supports colleagues Displays willingness to learn from others, including own team members and peers, speaks to team members in positive terms Ability to resolve conflict and not avoid difficult issues.		Interview Application Form
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment		Interview Application Form

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