



## Person Specification

### Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

<b>Job Title</b>	Helpdesk Support Officer
<b>Grade</b>	Grade 5
<b>Directorate</b>	People
<b>Service</b>	Business & Service Development

### Criteria

<b>Experience</b>		
Experience of using computerised systems in an Operational or Support environment	A, I	E
Understanding and awareness of the importance of data protection in relation to Social Care Recording practices.	A, I	E
Experience of providing end-user and helpdesk support within an organisation.	A, I	D
Experience of working within a Health and Social Care setting.	A, I	D

<b>Skills and Abilities</b>		
Ability to network with people via good verbal, written and negotiation skills.	A, I	E
Ability to provide appropriate systems advice and guidance	A, I	E
Ability to develop excellent working relationships with corporate ICT services.	A, I	E
Ability to write clear and concise feedback in relation to support calls logged	A, I	E
Ability to motivate and support staff through system operational changes	A, I	E

Work load and time management skills	A, I	E
To have the ability to use a range of office equipment to carry out administrative tasks e.g. keyboard, telephony, printers, scanners etc	A, I	E
Good problem solving and negotiating skills	A, I	D

<b>Education, Qualifications and Knowledge</b>		
Knowledge and Understanding of Electronic Social Care Recording Systems	A,I,	D
Awareness of use of data, its collection, analysis and use in service delivery	A,I,	E
In depth knowledge of Microsoft Office applications e.g. Word, Excel, Outlook	A, I	E
Knowledge of the information agenda in a Social Care setting	A, I	D
Minimum of three GCSE passes (grade C or above) or equivalent	A, I	E
Good standard of verbal and written communication	A, I	E

<b>Other Requirements</b>		
37 hours per week full-time	A, I	E
Must provide satisfactory DBS Enhanced Disclosure	A,I,C	E
Good Health record	A,I	D

<b>Commitment To Equal Opportunities</b>		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A,I	E
Will be expected to display a positive approach and commitment to the Council's policies and priorities	A,I	E

<b>Commitment To Service Delivery / Customer Care</b>		
Committed to providing excellent customer experience and embedding customer focus in all aspects of service delivery.	A,I	E

**Climate and Sustainability**

Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.

A,I

E

**Methods of Assessment Key**

A Application Form

I Interview

C Certificate

T Test

P Presentation

AC Assessment Centre

**Review Arrangements**

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

**Prepared / Revised By**

Jo Hodgkinson

**Role**

Team Manager

**Date**

February 2023