

## Person Specification

|                     |                            |              |                |
|---------------------|----------------------------|--------------|----------------|
| <b>Post Title:</b>  | <b>ICT Systems Manager</b> |              |                |
| <b>Directorate:</b> | <b>Service Support</b>     |              |                |
| <b>Location:</b>    | <b>Birstall HQ</b>         |              |                |
| <b>Grade:</b>       | <b>G</b>                   | <b>Date:</b> | September 2026 |

### NFCC Leadership Framework Level: Leading Others

|                                     | Requirements: E = Essential D = Desirable                                                                                                         | E/D | Measure |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------|
| <b>Knowledge and Experience</b>     |                                                                                                                                                   |     |         |
| <i>Outstanding Leadership</i>       | Experience of influencing decision-makers to ensure System choice and implementation meets strategic goals                                        | D   | 3       |
| <i>Service Delivery</i>             | Knowledge of procurement and contract management                                                                                                  | E   | 3       |
|                                     | Experience of managing incidents, and solving problems                                                                                            | E   | 3       |
| <i>Organisational Effectiveness</i> | Experience of analysing system workflows to ensure they meet business process goals Design and implement effective system processes and workflows | E   | 3       |
|                                     | Ensuring relevant management information and reports are available from systems                                                                   | E   | 1       |
|                                     | Knowledge of planning future system requirements and designing configurations.                                                                    | E   | 3       |
|                                     | Knowledge of ICT change management.                                                                                                               | E   | 3       |
| <i>Personal Impact</i>              | Experience of delivering organisational value through system selection, configuration and optimisation.                                           | E   | 2       |
|                                     | Experience of providing user training, through in-person help, written procedures or guidance.                                                    | E   | 1       |
|                                     | Experience of creating and implementing innovative solutions to user problems.                                                                    | E   | 2       |
| <i>Job Specific</i>                 | Experience of ICT system administration                                                                                                           | E   | 1       |
|                                     | Knowledge of information governance, security and confidentiality, and how they apply to ICT systems.                                             | E   | 3       |
|                                     | Knowledge of data structures and system integrations.                                                                                             | D   | 3       |

| <b>Skills</b>           |                                                                                                |   |   |
|-------------------------|------------------------------------------------------------------------------------------------|---|---|
| <i>Service delivery</i> | Understand the Total Costs of Ownership (TCO) through a system's lifecycle.                    | E | 3 |
|                         | Ability to manage and monitor key supplier information, and meet system reporting requirements | E | 2 |

|                                                                                                                |                                                                                                                                                         |   |     |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----|
|                                                                                                                | Ability to work with a high degree of accuracy and attention to detail.                                                                                 | E | 1   |
| Organisational Effectiveness                                                                                   | Be able to communicate effectively, including through written reports and presentations.                                                                | E | 1,3 |
|                                                                                                                | Able to provide clear, evidence-based recommendations and influence decision-makers at all levels.                                                      | E | 3   |
| Personal Impact                                                                                                | Able to demonstrate handling of commercial and personally sensitive data in a professional and confidential way.                                        | E | 3   |
|                                                                                                                | Ability to work to deadlines, managing complex and competing workloads. Demonstrates ability to work independently and to prioritise tasks effectively. | E | 3   |
|                                                                                                                | Responds well to change through adapting plans and reprioritising work queues.                                                                          | E | 3   |
| Job Specific                                                                                                   | Competent M365 application suite skills.                                                                                                                | E | 1   |
| Equality and Fairness                                                                                          |                                                                                                                                                         |   |     |
| Minimum requirement                                                                                            | Sound knowledge of and commitment to Equality, Diversity & Inclusion.                                                                                   | E | 3   |
| Particular EO requirement for the post                                                                         |                                                                                                                                                         |   |     |
| This is law and part 7 of the Code of Practice on the English language requirements for public sector workers. | The ability to converse at ease with members of the public and provide advice in accurate spoken English.                                               | E | 3   |
| Qualifications and Training                                                                                    |                                                                                                                                                         |   |     |
| Academic Professional                                                                                          | Degree or equivalent professional experience in System Management                                                                                       | E | 1   |
| Job related Vocational                                                                                         |                                                                                                                                                         |   |     |
| Other                                                                                                          |                                                                                                                                                         |   |     |
| Must be willing to undertake a criminal record check.                                                          |                                                                                                                                                         | E | 4   |
| The post holder will be required to regularly visit a range of locations within Leicestershire.                |                                                                                                                                                         | E | 3   |

#### **<sup>1</sup>Measures**

**1** = Application Form

**2** = Testing

**3** = Interview

**4** = Other (e.g.: DBS Check/Certificates)