

RFCA FOR YORKSHIRE AND THE HUMBER

PERSON SPECIFICATION

JOB TITLE: HEAD OF SUPPORT SERVICES

CRITERIA	STANDARD	E/D	MEASURED BY
Work Experience	Administration	E	Application
	Management of staff	E	Application/Interview
	Managing workload and prioritizing commitments	E	Application/Interview
	IT network administration, systems security and hardware management	D	Application/Interview
Knowledge	IT systems and hardware	E	Application/Interview
	Understanding of Health and Safety legislation as it applies to property and people.	D	Application/Interview
	Microsoft applications and networking	D	Application/Interview
	General Data Protection Regulations	D	Application
Skills	Ability to use Microsoft Word, Outlook, PowerPoint and Excel	E	Application/Interview
	Ability to communicate clearly in writing and orally.	E	Application/Interview
	Ability to write clearly and logically	D	Application/Interview
	Ability to produce accurate work to tight deadlines under pressure	D	Application/Interview
Qualifications	ECDL or equivalent	D	Application
Attitude	Positive individual, with an innovative approach to work	E	Interview
	Empathetic individual having the flexibility to deal with a wide variety of circumstances	E	Interview

E = Essential

D = Desirable