

**PERSON SPECIFICATION (G6)  
Service Management Officer**

**Vacancy Ref:**

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| **Criteria** | **Essential/ Desirable** | **How it will be assessed** |
| **Qualifications** | | |
| Relevant IT Qualification or certification in IT Service Management or related field **(Qualifications)** | Desirable | Application Form |
| Professional qualification (such as ITIL, Prince II, Contract Law, Agile, Procurement, HR) | Desirable | Application Form |
| **Knowledge and Experience** | | |
| Knowledge of the role holders service area (e.g. Resources, Finance, HR) | Essential | Application Form |
| Experience of producing documentation for services which may include note / minute taking | Essential | Supporting Statement |
| Experience of working with data to create reports and analyse information | Essential | Supporting Statement |
| Experience of managing large financial budgets. | Essential | Interview, Supporting Statements |
| Knowledge of legislation and the management of processes as pertains to role holders service area (e.g. University HR Policies/ Procedures, Financial Regulations. | Desirable | Supporting Statement |
| Knowledge and experience of managing suppliers and contracts | Desirable | Supporting Statement |
| Experience of managing and motivating staff | Desirable | Interview |
| **Skills and Abilities** | | |
| Able to contribute to group problem solving looking beyond obvious solutions (**Problem Solving)** | Essential | Interview |
| Works efficiently and diligently to do an excellent job.  **(Drive for Results)** | Essential | Interview |
| Keeps manager informed of progress whilst working independently. Is able to adapt to changing direction and strategy. (**Performance Management / Dealing with ambiguity)** | Essential | Interview |
| Provides high quality thinking to ideas development and challenges standard approaches **(Creativity)** | Essential | Interview |
| Able to recognise good, creative ideas and can adjust to new technology with minimal direction **(Innovation Management)** | Essential | Interview |
| Able to make a positive contribution to resolving work related conflicts **(Negotiation and Conflict Management)** | Essential | Interview |
| Able to relate well to a diverse range of individuals and quickly establish rapport **(Interpersonal Skills)** | Essential | Interview |
| Able to take initiative to help other team members, encouraging and inspiring respect, and acting as a role model to others. Able to set positive examples to create a progressive and forward-thinking environment **(Building Team Spirit)** | Essential | Interview/ References |
| Able to identify what needs to be done to accomplish 6-12 month goals and can differentiate underlying problems from symptoms **(Strategic Thinking)** | Essential | Interview |
| Presents a positive and realistic picture of the university to candidates and can make hiring recommendations **(Hiring and Staffing)** | Essential | Interview |
| Communicates their thoughts in a well organised manner and able to make effective presentations to small groups **(Communication Skills)** | Essential | Application Form / Interview |