

PERSON SPECIFICATION

Job Title: System Development Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Education and qualifications</p>	<ul style="list-style-type: none"> • A relevant degree or other formal qualification in a related subject, such as development/coding or computing based subject or • lower-level qualifications alongside significant experience are also acceptable 	<ul style="list-style-type: none"> • ITIL or equivalent to demonstrate best practice service management • Project management training • Leadership training
<p>Experience and knowledge</p>	<ul style="list-style-type: none"> • Customer Relationship Management (CRM) applications • Case management applications • Knowledge and experience across the D365 stack • Experience leading through periods of system change • Experience in management of issue resolution • Experience of programming languages JavaScript, C# and SQL, HTML, CSS, XML, Liquid • Experience delivering change through application customisation and development • Knowledge and experience of Microsoft SQL and SharePoint • Experience producing statistical reports and presenting information based on data 	<ul style="list-style-type: none"> • O365 experience • Data migration • Experience delivering management information through statistical analysis • Public sector experience • Active Directory infrastructure • Data Intelligence systems • Azure infrastructure • Experience of using ETL tools • Agile methodology to delivery projects

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Ability to work closely and communicate effectively with a range of people with different digital capabilities • Ability to develop and maintain good working relationships • Ability to customise system code • Excellent analytical and problem solving skills • Delivery of statistical reporting • Providing professional service with significant level of autonomy • Effective forward planning skills • Demonstrate in all aspects of work the importance of accuracy and attention to detail • Concise and clear oral and written skills • Effective organisational and time management skills, able to meet deadlines, set and prioritise own workload • Ability to forecast and evidence tangible benefits • Demonstrate in all aspects of work the high importance of confidentiality and data integrity 	<ul style="list-style-type: none"> • Ability and experience of developing and preparing guidance manuals • Experience of developing and presenting training sessions • Drafting of specification for system procurement and development • Manage project work • Prepare and deliver formal presentations • Leadership experience • Ability to effectively and positively influence
<p>Personal qualities and attitudes</p>	<ul style="list-style-type: none"> • Analytical and systematic approach • Works effectively in a unique role within a larger team • Operate effectively using own initiative • Articulate and able to express ideas and information clearly and concisely • Works collaboratively with others, appreciating and respecting their viewpoint and values • Develops good working relationships, engaging and collaborating effectively with others • Flexibility to adapt to new initiatives and change 	<ul style="list-style-type: none"> • Experience building effective teams and working relationships across several stakeholders while working through programmes of change • Conflict management

	<p>to current practices</p> <ul style="list-style-type: none"> • Ability to understand and accept others viewpoints and priorities and flex your approach to delivering successful products 	
Key performance outcomes	<ul style="list-style-type: none"> • Collaborative working • Customer service • Effective communication • Personal accountability • Supporting development, continuous improvement and leadership 	
ATTRIBUTES	ESSENTIAL	DESIRABLE
Special conditions	<ul style="list-style-type: none"> • Hybrid approach to working, where the successful candidate can operate both working from home and/or working in office environment. Some face-to-face working may be requested. • The role may require travel and may, very occasionally, require overnight stays 	