

Classification: NULBC UNCLASSIFIED

**PERSON SPECIFICATION**

Job Title:	Change Delivery Manager	Grade:	11
Directorate:	Chief Executive	Service:	Technology Services
Post No:		Date of Issue:	April 2024
Responsible to:	Technology Services Business Manager		
Responsible for:	Technical Change Analyst, Senior Change Analyst and Senior Data Analyst		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
ACADEMIC / VOCATIONAL QUALIFICATION	A degree, HND, or similar level/professional qualification in a discipline relevant to this post (such as Information Technology, Cyber Security) or significant equivalent experience.	✓		A/D
	At least one relevant technical certification such as ITIL, Microsoft Azure, Microsoft 365, Prince 2, Agile etc depending on professional specialism	✓		A/D
	Ability to demonstrate continuous professional development within field.	✓		D/I
RELEVANT EXPERIENCE	Experience of working at an expert level within area of technical specialism	✓		A/I
	Experience of working with diverse stakeholders in a complex and fast-moving environment	✓		I
	Experience of developing and implement appropriate solutions to meet complex user requirements.	✓		A/I
	Experience of working in Local Government or similarly complex organisation		✓	A/I
	Experience of line managing technical resources		✓	A/I
	Experience of resolving major incidents		✓	I
	Involvement in Continuous Service Improvement initiatives		✓	I

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SPECIALIST KNOWLEDGE	Knowledge of current operating constraints and technology trends in Local Government		✓	I
	Knowledge of change management and implications on area of technical specialism		✓	I
SPECIAL CONDITIONS	To be able to work evening and weekends when the work demands, in order to meet statutory deadlines and other service needs.	✓		A
	Willing to undertake relevant professional development where required, which may travel and overnight stays.	✓		A
	Ability to travel around the borough for work purposes		✓	A
OTHER	Highly motivated and robust under pressure.	✓		I
	Communicates information clearly, accurately, positively and in a timely manner.	✓		I
	Ability to prioritise own workload, working autonomously to meet customer needs.	✓		I
	Able to bring energy, vitality and challenge to the team. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	✓		I
	Demonstrate high standards of personal and professional conduct and be a role model to others.	✓		I

Key:

A = Application I = Interview and /or Test D = Documentation