SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

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| DEPT/DISTRICT: Information Systems  | POST TITLE: Analyst (Service Desk) |
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| GRADE: C  | LOCATION: Nunnery Square/Melton |

**The behaviours used for shortlisting can also be tested as interview questions. Interview questions will also be drawn from the behaviours not previously used for shortlisting purposes.**

**Key:**

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| **AF** | **Application Form** |
| **R** | **References**  |
| **OT** | **Occupational Testing** |
| **I** | **Interview** |
| **CQ** | **Certificate of Qualification** |

\* In the event of a large number of applicants who meet the essential criteria, desirable criteria will be used as a further shortlisting tool.

Disabled applicants who meet the essential shortlisting criteria will be guaranteed an interview.

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| CRITERIA | ESSENTIAL | DESIRABLE | **HOW IDENTIFIED** | **SHORT****LISTING****CRITERIA** |
| SPECIALIST KNOWLEDGE REQUIRED FOR THE ROLE***(LIST ALL ASPECTS AND DECIDE WHICH ARE TO BE USED AS ESSENTIAL SHORTLISTING CRITERIA)*** |
| ITIL Foundation. |  | ✓ | AF | ✓ |
| Knowledge of IS strategy and planning. |  | ✓ | AF | ✓ |
| Knowledge of business analysis techniques and methodologies. |  | ✓ | AF | ✓ |
| Knowledge of dealing with a commericial market - dealing with suppliers and contracts. |  | ✓ | AF | ✓ |
| Knowledge of business models and continuous improvement models. |  | ✓ | AF | ✓ |
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| **BEHAVIOUR 1****Respect for Race and Diversity (A)** Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. |
| ***Is polite, tolerant and patient with people inside and outside the organisation, treating them with respect and dignity.*** | ✓ |  | AF | ✓ |
| ***Listens to and values other's views and opinions.*** | ✓ |  | AF | ✓ |

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| CRITERIA | ESSENTIAL | DESIRABLE | **HOW IDENTIFIED** | **SHORT****LISTING****CRITERIA** |
| BEHAVIOUR 2***Effective Communication*** ***(C)***Communicates ideas and information effectively, both verbally and in writing. Uses language and a style of communication that is appropriate to the situation and people being addressed. Makes sure that others understand what is going on. |
| ***Listens carefully to understand*** | ✓ |  | AF | ✓ |
| ***Makes sure all written and spoken communication is concise and well structured.***  | ✓ |  | AF | ✓ |
| BEHAVIOUR 3***Problem Solving)*** ***(C)*** Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions. |
| ***Gets as much information as is appropriate on all aspects of a problem.***  | ✓ |  | AF | ✓ |
| ***Reviews all the information gathered to understand the situation and draw logical conclusions.***  | ✓ |  | AF | ✓ |
| BEHAVIOUR 4***Planning & Organising*** ***(C)***Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals. |
| ***Decides priorities and organises workload*** | ✓ |  | AF | ✓ |
| ***Differentiates between what is urgent and what is important*** | ✓ |  | AF | ✓ |

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| **BEHAVIOUR 5** ***Team Working*** ***(C)***Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. |
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| **BEHAVIOUR 6** ***Personal Responsibility*** ***(B)***Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity. |
| **BEHAVIOUR 7*****Openness to Change*** ***(C)***Recognises and responds to the need for change, and uses it to improve organisational performance. |