

NOT PROTECTIVELY MARKED
SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

DEPT/DISTRICT: Information Systems	POST TITLE: Analyst (Service Desk)
---	---

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:

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.

<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>HOW IDENTIFIED</u>	<u>SHORT LISTING CRITERIA</u>
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 commercial market - dealing with suppliers and contracts.		✓	AF	✓
Knowledge of business models and continuous improvement models.		✓	AF	✓
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.				
<i>Is polite, tolerant and patient with people inside and outside the organisation, treating them with respect and dignity.</i>	✓		AF	✓

<i>Listens to and values other's views and opinions.</i>	✓		AF	✓
--	---	--	----	---

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

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.

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.