SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

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| DEPT/DISTRICT: Information Services  | POST TITLE: Engineer (Desktop) |
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| GRADE: D  | LOCATION: Melton/Nunnery Square |

**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 and experience of project planning and methodologies. |  | ✓ | AF | ✓ |
| Knowledge and experience of IS strategy and planning. |  | ✓ | AF | ✓ |
| Knowledge and experience of enterprise IT systems.  | ✓ |  | AF | ✓ |
| Proven previous experience of working in an IT Support environment.  | ✓ |  | 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 | ✓ |
| CRITERIA | ESSENTIAL | DESIRABLE | **HOW IDENTIFIED** | **SHORT****LISTING****CRITERIA** |
| BEHAVIOUR 2***Problem Solving*** ***(B)***Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions. |
| ***Carries out research to identify relevant facts that are not immediately available.***  | ✓ |  | AF | ✓ |
| ***Analyses information carefully to make sure it has not been misunderstood.***  | ✓ |  | AF | ✓ |
| BEHAVIOUR 3***Openness to Change)*** ***(C)*** Recognises and responds to the need for change, and uses it to improve organisational performance. |
| ***Is flexible and prepared to change their approach to best suit the circumstances.*** | ✓ |  | AF | ✓ |
| ***Suggests changes to existing systems and other initiatives to achieve improvements*** | ✓ |  | AF | ✓ |
| BEHAVIOUR 4***Planning & Organising*** ***(B)***Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals. |
| ***Identifies important activities and milestones, establishing importance and urgency.***  | ✓ |  | AF | ✓ |
| ***Manages so that only necessary expenses are incurred and reduces costs.***  | ✓ |  | AF | ✓ |

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| **BEHAVIOUR 5** ***Effective Communication*** ***(B)***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. |
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| **BEHAVIOUR 6** ***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 7*****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. |