

**TYNE HOUSING ASSOCIATION LTD  
PERSON SPECIFICATION  
HEAD OF ICT**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Education and Training</b>	Relevant ICT qualification, or equivalent work experience		Application Interview Certificates
<b>Relevant experience</b>	<p>A proven track record of successfully managing a range of ICT projects at a strategic level, achieving high levels of performance and customer service</p> <p>A strong record of demonstrable achievement in service delivery of organisational IT Systems in a housing context.</p> <p>Proven experience of achieving targets and objectives</p>	Experience in procurement, inventory and asset management of IT equipment, as well as the overall IT lifecycle	Application Interview

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	<p>Experience of working in partnership with internal and external stakeholders to deliver service excellence</p> <p>Ability to prepare and manage budgets and develop innovative, cost effective policies and procedures</p> <p>Experience of software install, upgrade, system build and server patching</p>		
<b>Key Skills</b>	<p>Positive 'can do' attitude</p> <p>Strong analytical skills, along with validated problem-solving ability.</p> <p>Ability to provide training support to the roll out of systems</p> <p>Ability to motivate, lead and inspire colleagues to work</p>		Application Interview

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	<p>effectively both individually and as a team</p> <p>Strong negotiation, influencing and problem solving skills.</p> <p>Committed to continuous service improvement and customer empowerment and involvement</p> <p>Good written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences</p> <p>Good planning and project management skills</p> <p>A proven track record for:</p> <ul style="list-style-type: none"> <li>● delivering effective, customer focussed services</li> <li>● leading and managing change and delivering continuous</li> </ul>		
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<p><b>Specific Knowledge/Understanding</b></p>	<p>improvement in services</p> <ul style="list-style-type: none"> <li>● working effectively with external partners</li> <li>● embedding equality and diversity into operational services</li> </ul> <p>Awareness of new and emerging technologies</p> <p>Strong understanding of Microsoft office software such as word, excel, and e-mail.</p> <p>Good understanding and experience of LAN, WAN and VPN networks</p> <p>Good understanding of GDPR</p> <p>Working knowledge of IT systems designed to support housing management activity, measure service user outcomes and organisational</p>	<p>Working knowledge of any of the following</p> <ul style="list-style-type: none"> <li>● SAGE 50 Payroll</li> <li>● Civica CX</li> <li>● Google Docs</li> <li>● Filemaker Database</li> <li>● Shoretel software and devices</li> </ul>	
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	<p>impact and provide organisational information (we currently use Civica housing management system and Sage accounting.</p>		
<p><b>Personal Qualities</b></p>	<p>Ability to listen and understand what is required from differing systems.</p> <p>Highly self-aware and ensures own behaviour and attitude has a positive impact on others.</p> <p>Able to work under pressure and deliver results to tight deadlines</p> <p>Flexible and able to respond to regularly changing priorities</p> <p>Committed to professional development and learning.</p> <p>Open to new ideas and perspectives</p>		<p>Application Interview References</p>

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	<p>Self-motivated</p> <p>Solutions orientated – an ability to apply innovation and creativity to solving problems.</p> <p>Commitment to and understanding of Health and Safety</p>		
<b>Misc/Other</b>		Full driving licence	Interview

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