



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Director of Technology Operations

Department/Division: Data and Technology Services **Accountable to:** CIO

| Competency | Criteria | E/D |
|--------------------------------|--|--------------------------------------|
| Communication | <ul style="list-style-type: none"> Highly developed communication skills, both written and verbal Highly developed influencing and negotiation skills Highly developed understanding and empathy with service users at all levels. Developed skills in securing pragmatic and viable outcomes for the benefit of the organisation Developed skills in using consensus across multiple teams and areas Highly Developed skills building trusted partnerships across diverse customer groups Developed skills in adjusting communications styles to suite diverse audiences Highly developed personal resilience and creating a supportive and empathetic environment | E E E E E E E E |
| Teamwork and Motivation | <ul style="list-style-type: none"> Highly developed staff engagement and team leadership skills Developed skills in ensuring teams can be focused on both the strategic and operational direction of the organisation and can understand their place within it Highly developed skills in motivating colleagues to deliver professional services and to operate as business colleagues Developed skill in influencing beyond authority to colleagues outside their line management Highly developed performance management and developing talent within the team Highly developed skills in coaching, mentoring and sponsoring team members, improving engagement and connection across the organisation | E E E D E E |



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|---------------------------------------|--|------------------------------|
| | <ul style="list-style-type: none"> Highly developed skill in developing the culture and values are understood and meaningful | E |
| Service Delivery | <ul style="list-style-type: none"> Highly developed skills in delivering 'end to end' services to a diverse range of customers and ensuring a continuous improvement approach Highly developed skills and ability to provide professional but approachable and assessable services Developed ability to define appropriate measures for end to end services and deliver effective, pragmatic and rational reporting | E E E |
| Liason and Networking | <ul style="list-style-type: none"> Highly developed interpersonal skills including understanding and working well with organisational politics Highly Developed ability to build and maintain relationships with colleagues and 3rd parties across the school | E E |
| Analysis and Research | <ul style="list-style-type: none"> Developed ability to interpret data and reach rationale and clear conclusions based on evidence Developed skills in analysis of issues and incidents and seeking to understand root cause. | E E |
| Initiative and Problem Solving | <ul style="list-style-type: none"> Highly developed ability to empower team members to be able to make decisions and to understand their levels of accountability Developed ability to review problems and identify pragmatic and achievable solutions with minimal resources | E E |
| Knowledge and Experience | <ul style="list-style-type: none"> Highly developed and up to date knowledge of leading and managing end to end technology services in an organisation Highly developed knowledge of ensuring operations are secure, accessible, and environmentally sustainable Developed knowledge of negotiating and delivering services against agreed service levels or standards Educated to degree standard or equivalent | E E D D |
| Decision Making | <ul style="list-style-type: none"> Highly developed skills in decision making and prioritisation with a good understanding of responsibility and accountability | E |



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| | <ul style="list-style-type: none">Highly developed leadership of change initiatives covering substantial teams and resources | D |
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E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.