



THE PERSON

ICT Business Partner

Criteria	Essential / Desirable	Method of Assessment
Qualification		
ITIL Foundation qualification	D	Interview
PRINCE2 or Agile project management qualification	D	Interview
Knowledge & Experience		
Knowledge of ICT concepts through working in or with an ICT operations or strategy team	E	Application form
Experience managing different stakeholder audiences	E	Application form
Experience building and maintaining strong professional relationships	E	Application form
Experience of analysing and interpreting information to develop solutions or solve problems	E	Application form
Experience managing ICT projects	D	Interview
Knowledge of the broader activities of Essex Fire & Rescue Service and working with Trade Unions	D	Interview
Skills & Abilities		
Confident at managing and controlling competing priorities	E	Application form
Customer service focussed	E	Application form
Excellent written and verbal communication skills. Can interpret policy and procedures	E	Application form
Confident in using ICT systems such as Microsoft	E	Application form
Able to plan, manage and review tasks during collaboration with team members	E	Application form
Excellent time management and planning and organisation skills	E	Application form

Person Specification

Able to support changes in service provision in a positive and constructive manner	E	Application form
Excellent interpersonal skills, communicates professionally and develops constructive working relationships	D	Interview
Proficient at assessing problems and determining the most appropriate action	D	Interview
Is approachable and confident in developing team members to acquire skills and experience	D	Interview
Other		
The ability to travel around the county may be required	E	Application Form
Willingness to work flexibly	E	Application Form
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity	E	Application Form