



**PERSON SPECIFICATION**

<p><b>Job Title:</b> Web Support Officer</p> <p><b>Service:</b> Hoople IT</p>	<p><b>Post No:</b></p> <p><b>Section:</b> Digital Team</p>	<p><b>Hoople Band:</b> D</p> <p><b>Location:</b> Hybrid</p>
<p>All candidates will be considered on their ability to meet the requirements of the person specification</p>	<p><b>Criteria</b></p>	<p><b>Method of Assessment*</b></p> <p>*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation</p>

<p><b><u>Experience</u></b> <b>Essential</b></p> <p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Highly Desirable</b></p> <p><b>Highly Desirable</b></p> <p><b>Desirable</b></p> <p><b>Highly Desirable</b></p> <p><b>Essential</b></p> <p><b>Desirable</b></p> <p><b>Essential</b></p> <p><b>Desirable</b></p>	<p>Ability to demonstrate experience in using web CMS platforms to manage and edit content, and maintain websites.</p> <p>Must have broad knowledge and experience of website development (testing, implementation maintenance and end-user support).</p> <p>Ability to work to agreed timescales and quality standards.</p> <p>Ability to provide customer consultancy and advice about service transformation options and available technology.</p> <p>Previous experience maintaining and updating websites</p> <p>Previous experience of supporting customers to maintain websites and implement new features</p> <p>Ability to demonstrate knowledge and experience of working in Local Government/public sector.</p> <p>Evidence of experience in providing pro-active monitoring and support of an ICT System or business process</p> <p>Experience or in depth knowledge of managing websites</p> <p>Experience of carrying out and coordinating unit, system and User Acceptance testing</p> <p>Detailed Understanding of Web Content Accessibility Guidelines (WCAG) 2.1 and experience of managing web accessibility,</p> <p>Systems</p> <ul style="list-style-type: none"> <li>• Previous experience with Umbraco CMS Granicus govService Suite and Achieve Forms</li> <li>• Knowledge of Microsoft 365 Online and SharePoint</li> <li>• Use of Power Automate</li> <li>• Use of Website CMS and editing tools</li> <li>• Experience in the use of Helpdesk software to support workload management and report of SLA performance</li> </ul>	<p>AF,I,S</p> <p>AF,I,S</p>
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<p><b>Skills and Abilities</b> <i>Including personal attributes</i></p> <p><b>All Essential</b></p>	<p>Excellent ICT skills</p> <p>Excellent written and oral communication skills</p> <p>Excellent Customer Service skills</p> <p>Ability to advise, guide and communicate technical issues to non-technical staff</p> <p>Excellent team player</p> <p>Adaptability and willingness to learn</p> <p>Strong ability to analyse and assimilate information</p> <p>Ability to work under own initiative</p> <p>Proven ability to work within complex and demanding environments</p> <p>Ability to exercise political awareness at all times</p> <p>Ability and commitment to provide customer focused services in a corporate context</p> <p>Ability to work with external delivery partners in a professional co-operative manner</p> <p>Ability to prioritise and productively undertake allocated workload in an organised, logical manner</p> <p>Strong ability to analyse and assimilate information, producing appropriate reports from that information</p> <p>Commitment to ensuring oppressive practices are tackled, promoting positive recognition of difference, mutual respect and merit-based opportunity in line with Diversity Policy</p>	<p>AF,I,S</p>
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<p><b>Qualifications and Training</b> <i>including professional qualifications</i></p>	<p>Educated to an industry standard qualification level preferably in an engineering or IT related discipline, or equivalent with time served relevant industry experience (relevant experience to mean recognised period in a similar role with like responsibilities).</p> <p>GCSE English and mathematics</p> <p>Process re-engineering training or relevant experience</p> <p>Demonstrable knowledge of information security and environmental standards, service delivery best practice and standards</p> <p>ITIL foundation certificate or relevant experience</p>	<p>AF, S</p>	
<p><b>Other Factors</b> <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i></p>	<p>Possibly attend relevant meetings/Training through the UK</p> <p>Ability to demonstrate flexibility and willingness to work to the exceptional demands of the businesses supported.</p> <p>Other work in the evenings or weekends may be required, both planned and to resolve urgent problems.</p> <p>Able and willing to work an extended hours pattern, and outside of standard working hours to complete system upgrades a minimise disruption to our customers</p> <p>Able and willing to work to the exceptional demands of the businesses supported Must be of a professional and positive disposition</p> <p>Must be self-motivated</p> <p>Enthusiasm to see ICT as an enabler for change.</p>	<p>AF, S, I</p>	
<p><b>Manager Signature:</b></p>	<p><i>Joby Davis</i></p>	<p><b>Date:</b></p>	<p>12<sup>th</sup> April 2026</p>
<p><b>Manager Name:</b></p>	<p>Joby Davis</p>	<p><b>Job Title:</b></p>	<p>Digital Team Leader</p>

\*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed **April 2026**