



PERSON SPECIFICATION

Job Title: Senior Application Specialist Service: ICT		Post No: 60944 Section: Business & Corporate Applications Team	Hoople Band: Band F Location: Hereford/Remote
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria		Method of Assessment*

Experience	<p>Proven experience of:-</p> <p>A high level of knowledge in configuring and maintaining the Unit4 Business World application, or other ERP applications. In-depth proven experience of administering and developing an ERP system across all modules.</p> <p>An understanding of the interactions between complex relational databases and their supporting infrastructure, middleware and interfacing systems.</p> <p>Ability to recognise the impacts of the ERP system across the whole range of services</p> <ul style="list-style-type: none"> - Implications for operation of the business - Opportunities to leverage the ERP system to provide benefits to the Council <p>Detailed knowledge and understanding of principles of HR and financial management, accounting principles and practice. Providing excellence in customer service</p> <p>Master data management across a number of business areas, teams and directorates</p> <p>Excellent communication skills. Ability to communicate effectively with senior officers, partners (including software providers and outsourced service providers) on subjects with their area of responsibility.</p> <p>Good negotiation skills to support the development & adoption of good transactional business processes.</p> <p>Ability to formulate and offer balanced advice to senior officers, and other stakeholders with a diverse range of objectives.</p> <p>Ability to produce and maintain detailed documentation of configuration and testing activities.</p> <p>Ability to work closely with other disciplines to deliver required outcomes.</p>	<p>A/I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
------------	--	---

	<p>To understand and have awareness of the impact of decisions, recommendations and advice on equality and diversity.</p> <p>Excellent ICT skills, including Word and Excel.</p> <p>Ability to work, and manage staff, in a fast moving environment with challenging deadlines, where priorities are subject to change at short notice.</p> <p>A good recognition of the requirements of GDPR, and general information governance.</p>	<p>A/I</p> <p>I</p> <p>I</p> <p>I</p>
--	--	---------------------------------------

Skills and Abilities <i>Including personal attributes</i>	A logical approach to solving complex technical problems	A/I
	Excellent ICT skills including good working knowledge of the Microsoft suite of office applications	A/I
	Ability to communicate at various levels, to discuss technical matters with colleagues, to deal with users in a professional manner and to advise, guide and communicate technical issues to non technical staff	I
	Ability to communicate effectively in writing e.g. production of technical specifications or system documentation, user manuals, reports for management	A/I
	Ability to prioritise and schedule tasks effectively	A/I
	Excellent team player but also with the ability to work alone	I
	Ability to analyse and assimilate information	I
	Able to draw upon and accurately target previous experience	I
	Able to analyse, diagnose and resolve technical faults in a logical, quick and progressive manner	A/I
	Able and willing to 'own' problems from initial occurrence through to resolution	A/I
	Ability to work under own initiative	I
	Ability to work under pressure	I
	Promote and manage change as a means to secure continuous improvements	A/I
	Ability to exercise political awareness at all times	A/I
	Proven ability and commitment to provide customer focused services in a corporate context	A/I
	Flexibility to adapt to changing workloads demands and new organisational challenges and priorities	I
	Understanding of and commitment to both the Data protection and Freedom of Information Acts	A/I

	Commitment to ensuring oppressive practices are effectively tackled, promoting positive recognition of differences, mutual respect and merit-based opportunity in line with the organisations' diversity policies		A/I
Qualifications and Training <i>including professional qualifications</i>	Educated to degree level or equivalent or have relevant experience		A/I
	Demonstrable knowledge of ISO27001, GEM quality standards and ITIL or ISO20000		A/I
	Training in the use of Microsoft Office applications or proven knowledge and experience		A/I
	Agreed relevant experience in use of Unit4 ERP		A/I
Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	<p>The post will be required to work at any of the Hoople and partner organisation locations and attend relevant meetings through the UK</p> <p>The post holder is expected to be flexible to ensure the most effective organisation and provision of services.</p> <p>Other work in the evenings or weekends may be required, both planned and to resolve urgent problems.</p>		
Manager Signature:			Date:
Manager Name:		Job Title:	

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

Date Person Specification last reviewed : October 2025