

Key Criteria	Essential	Desirable
Qualifications & Training	Educated to degree level or demonstrable equivalent professional work experience. Evidence of commitment to continuous professional development and a commitment to training.	Specialist qualifications Business Management/ICT Management
Work Experience	Practical and operational experience in managing, developing and growing high-performing teams. Experience in project management excellence. Experience in excellent customer communication and the management of teams delivering a front-line customer experience. Experience of writing organisational strategies, policies, procedures and training material Experience of working in an environment with high standards of governance and accountability Experience of working as part of a team but also ability to work on own initiative Willingness to undertake mandatory information governance training	Knowledge and experience of delivering online digital marketing campaigns Experience of planning and implementing organisational culture change Experience in Google data analysis Experience with principles of ecommerce
Skills and Abilities	Interpersonal skills, to lead, influence and motivate staff at all levels Excellent verbal and written skills, and the ability to communicate at all levels Strong analytical skills with the ability to identify problems and develop solutions and strong attention to detail A track record of project management Ability to work under pressure and manage priorities and workload appropriately Practical experience of risk management and mitigation	
Job Circumstances	A full current driving licence and access to a vehicle Flexibility to travel as required	