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**Guidance for Applicants Completing Application Form**

Please read these notes carefully – they are to help you make the best of your application.

1. Please **do not** send your Curriculum Vitae.
2. The person specification lists the essential and desirable requirements for this post. When short listing for interview, the selection panel will consider the information contained in your submission and assess this against the person specification. Appendix 1 shows how your suitability for this role will be assessed.
3. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore, important that you use the space provide to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this. If you are short listed for interview, the selection panel will wish to discuss the areas covered in the person specification in more detail.
4. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.
5. If you are related to any member of staff, committee member, consultant, contractor or suppliers to the Association, this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.

**Appendix 1 – Application assessment guide:**

**Person specification – Essential Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **Element** | **Application Form** | **Person Spec** | **Interview** |
| Experience in the delivery of IT support and development. | X |  |  |
| Minimum of 3 years proven IT experience | X |  |  |
| Professional qualification relating to IT (HNC minimum). | X |  |  |
| Strong understanding of IT security best practices. |  | X |  |
| Knowledge of security vulnerability tools, processes, and techniques |  | X |  |
| Experience MS 365 Applications |  | X |  |
| Knowledge of helpdesk support management. |  |  | X |
| Demonstrated ability to manage multiple priorities and deliver results in a fast-paced environment. |  | X |  |
| Strong problem-solving and critical thinking skills, with the ability to evaluate solutions and implement the best option. |  |  | X |
| Hold a continuous improvement mindset. |  |  | X |
| Flexible in approach to work and ability to plan effectively and prioritise workloads. |  |  | X |
| Excellent communication and interpersonal skills, with the ability to build relationships at all levels. |  |  | X |
| Ability to demonstrate empathy with WHA.’s values |  | X |  |
| Commitment to continuous service improvement and excellence. |  | X |  |
| Demonstrated commitment to continuing professional development |  |  | X |

**Person specification – Desirable Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **Element** | **Application Form** | **Person Spec** | **Interview** |
| Working within the Social Housing Sector | X |  |  |
| Experience of a Housing Management system. |  |  | X |
| Experience of Project Management to deliver new IT solutions |  | X |  |
| Experience of Microsoft Azure |  | X |  |
| Knowledge of databases (SQL or similar). |  |  | X |
| Experience of Policy and procedural development. |  | X |  |
| Ability to meet the practical requirements of the post, including flexibility regarding evening meetings. |  |  | X |