



Person Specification

Post title	IT Officer	Grade	Pay Band G / £32,061 - £33,699 per annum
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To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working in an IT Application Support team supporting front line applications.	CV/SS, I
S2	Ability to work as a team member to help deliver IT application support and development projects	CV/SS, I
S3	Ability to assist in the analysis of problems and contribute to the restoration of service.	CV/SS, I
S4	Ability to work and communicate with customers to resolve operational issues and discuss work assignments.	CV/SS, I
S5	Ability to manage own time.	CV/SS, I
S6	Ability to prioritise and work to tight timescales.	CV/SS, I
S7	Good inter-personal skills.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	A demonstrable willingness to share information and work with other people	CV/SS, I
P3	Ability to understand and demonstrate a commitment to equality and diversity	CV/SS, I
P4	Ability to demonstrate a commitment to own professional development and that of other colleagues	CV/SS, I
Communication		
C1	The Ability to communicate in a professional manner.	CV/SS, I
C2	The Ability to Communicate as part of a team.	CV/SS, I
Qualifications		
Q1	A relevant professional or academic qualification to NVQ4 or an equivalent level of proven experience relevant to the requirements of the post	CV/SS, C

January 2026





Knowsley Council

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

January 2026

