

# recruitment pack

## ICT (Information Communication Technology) Trainee

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# letter to applicant

May 2014

Dear Applicant

**Re: ICT (Information Communication Technology) Trainee**

Thank you for your interest in the above vacancy.

To apply for a position please:-

- Read this pack carefully
- Complete the application form;
- Complete the recruitment monitoring form;
- Return all the documents in the enclosed pre-paid envelope if you have received this in hard copy, or via email to [recruitmentmail@bdht.co.uk](mailto:recruitmentmail@bdht.co.uk) if electronic submission is preferred.

**Please note that applications can only be considered if all the documentation is completed.**

Completed applications must be received by **Friday 13th June 2014**  
and interviews to be held on **Monday 23rd June 2014**.

If you have any queries please do not hesitate to contact me on 01527 557590.

Thank you for your interest and we look forward to receiving your application.

Yours sincerely

Emma Morris  
Senior HR Advisor

# about bdht

**bdht** is a registered provider of social housing, serving the district of Bromsgrove and surrounding areas.

We were formed in March 2004 as a result of a large scale voluntary transfer (LSVT) of homes from the local authority, Bromsgrove District Council. We are the largest provider of affordable housing in the district.

We not only provide housing, but aim to improve the communities in which they are based as well. We work closely with partners to provide our customers with secure and comfortable accommodation, and safe and happy neighbourhoods.

Excellent customer service is a reality here, not an aspiration. In the last survey, 92% of our customers said they were either satisfied, or very satisfied, with our overall customer service. We want this figure to rise to 95% by 2017. It is vital that every employee understands this target, and are clear how they can contribute.

We are a committed, passionate and fun organisation, with strong values. We expect our employees to share these characteristics, and contribute positively to the organisation, and the wider community.

# our vision, mission and values

## our vision

“Imagine an organisation that believes in the importance of community, where everyone is treated as an individual, valued and respect. Where differences a celebrated and personal responsibility in combined achievement is very important. Where staff strive to provide the highest quality of service with energy, pride and enjoyment and a sense of humour,”

## our mission

“building excellent communities with passion and pride”

## our values

At the core of **bdht** are a set of values which were arrived at by the staff and to which we all aspire. A series of presentations and team meetings were held at which the staff put forward and discussed the values which were important to them. The proposed new values were then taken to the main Board where they were wholeheartedly endorsed. As a result all staff and Board members have ownership of the following values:-

### 1. Caring

*“To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”*

### 2. Enabling

*“To enable our customers to access and choose services wherever possible and empower the Trust’s employees to deliver high standards of customer service”*

### 3. Honesty

*“To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity”*

### 4. Positive

*“To display a positive “can-do” approach to customer service and support and encourage the Trust’s employees in this respect“*

### 5. Fair

*“To deliver a consistently excellent service to all customers and to always be fair in the day to day support of the Trust’s employees”*

# role profile

<b>Job title</b>	<i>Information Communication Technology Trainee</i>
<b>Responsible to</b>	<i>ICT Manager</i>
<b>Responsible for</b>	<i>Not applicable</i>
<b>Vision</b>	<i>'To build excellent communities with passion and pride'</i>
<b>Purpose</b>	<i>To assist in the day to day operation of the ICT Team, providing front line support to the whole organisation.</i>
<b>Person Specification</b>	<i>You will be willing and able to work both as part of a team and independently. Showing initiative when dealing with situations and completing tasks.</i>
<b>Key achievement areas</b>	<ul style="list-style-type: none"><li>• <i>General ICT support, including Microsoft Office</i></li><li>• <i>Responsibility for housekeeping, changing printer toners etc</i></li><li>• <i>Offering first line support over phone and email</i></li><li>• <i>Responsibility for PC, printer and phone moves</i></li><li>• <i>Changing backup tapes, and managing email filters</i></li><li>• <i>Providing support when required to the ICT Manager</i></li></ul>

# person profile

## skills and experience

### education

#### essential

*A good standard of general education minimum 5GCSE's A-C Grade or equivalent.*

*An ICT A-Level or equivalent*

### experience/knowledge

#### essential

*Knowledge of Microsoft Office Products and email facility*

#### desirable

*Previous ICT support role*

# competencies

<b>Competency</b>	<b>Behaviours</b>
<i>Technical Skills</i>	<i>Proven ability to understand and operate within the technical requirements of both the role and the customers.</i>
<i>Commercial Awareness</i>	<i>Recognising what role own job has to play within the wider organisation, understanding the impact of actions upon the wider business.</i>
<i>Customer Excellence and Quality Focus</i>	<i>Demonstrating a commitment to Customer Excellence in all activities and ensuring that quality standards are met and acted upon.</i>
<i>Achievement Orientation</i>	<i>Evidencing ability and a desire to achieve both work and personal objectives.</i>
<i>Critical Thinking Skills</i>	<i>Utilising problem solving tools and techniques, looking at all the options and seeking to identify solutions.</i> <i>Demonstrating accuracy and detail consciousness in task completion.</i>
<i>Planning and Organising</i>	<i>Prioritising and planning in order to meet own and others objectives, organising self to ensure service levels are met.</i>
<i>Communication</i>	<i>Consistently able to communicate appropriately and effectively at all levels in order to meet customer need.</i>



# competencies continued

## personal development

*We will offer opportunities for staff to develop and expand their knowledge and skills, it is intended that this will sit within a framework that assists individuals with ongoing personal and career development.*

## general

*No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.*

# application form and monitoring form