

Person Specification – Summary of Criteria

Post Title: Intranet Support Assistant

Essential Criteria	Desirable Criteria
Level 3 qualification (or higher) in IT, Digital or related subject, or equivalent relevant experience	Experience working within a UK Further Education or public sector organisation
Evidence of continued professional development (CPD)	Familiarity with Microsoft 365, SharePoint, or intranet platforms
Experience providing IT application or systems support	Basic awareness of databases or systems integration
Experience managing, maintaining, or updating web-based content or platforms	Experience applying accessibility standards (e.g. WCAG)
Experience working with structured service desk or ticketing processes	Experience working with data protection principles
Experience supporting users with varying levels of technical ability	
Strong customer service and communication skills	
Ability to follow processes accurately and consistently	
Good attention to detail, particularly regarding content accuracy and compliance	
Organised approach with the ability to manage multiple requests and priorities	
Willingness to learn and develop technical and digital skills	

Collaborative, service-focused mindset	
Understanding of or ability to work within UK GDPR, data protection, and information security requirements	
Commitment to safeguarding, equality, diversity, and inclusion, and willingness to undertake an enhanced DBS check	