

## Job Description

### Area Manager - Oxfordshire

<b>Job Title:</b>	Area Manager - Oxfordshire	<b>Job Code:</b>	GLF/IT-AM
<b>Location:</b>	Aureus School	<b>Travel Required:</b>	Yes
<b>Accountability</b>			
<ul style="list-style-type: none"> <li>Area Manager IT support for schools across the Oxfordshire regions.</li> <li>Lead IT professional for each school within the region.</li> <li>Responsible for the service and support of each schools day-to-day IT function.</li> <li>Provision of onsite and remote support and complete regular review meetings to quality assure the service and develop a long-term strategy for each school.</li> <li>Act as the first port of call</li> <li>As the region expands manage engineers supporting those schools within the region and reduce the amount of onsite and remote support you provide directly to schools.</li> </ul>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>Provide technical onsite support</li> <li>Ensure views of schools (our customers) are continually sought to improve the services provided. To ensure a high quality customer focused service to all schools</li> <li>Meet regularly with school leaders and computing curriculum leads to validate the service is exceeding expectation and meeting the requirements of the school to ensure successful curriculum and operational delivery</li> <li>Act as an escalation point for schools</li> <li>Quality assure engineers through unannounced site visits</li> <li>Maintain an outstanding knowledge of each school site</li> <li>Maintain awareness of key IT trends and technology innovations</li> <li>Ensure individuals within the team are developed technically through training and shadowing opportunities</li> <li>Ensure support targets and KPI's are met</li> <li>Prepare reports for submission to the IT Director as required</li> <li>Liaising with agreed suppliers to ensure goods are received on time and in line with delivery schedules</li> <li>Provide project management leadership and expertise whilst working proactively with other departments to deliver operational projects with an IT component. Ensuring projects are delivered to specification and that contingency plans are in place</li> </ul>			

- Liaise with the Service Desk team to ensure sufficient support is being provided to field and onsite engineers to resolve issues remotely
- Work alongside the other area managers and the IT Director to further develop the multi academy trust IT strategy and services portfolio
- Deputise and provide support to other area managers as required where appropriate
- Provide cover for absence of other team members as required where appropriate
- Other duties as required by the IT Manager for schools

#### **Other**

- As this is a senior management role, there is an expectation that additional hours will be required at short notice, including working out of hours. This is expected as part of the role and has been reflected in the salary grade.
- Annual leave must be taken to suit the needs of the business with a maximum of 50% of the entitlement to be taken during term time (with prior agreement).
- Expected to travel so must have a full clean UK driving license and own vehicle (mileage allowance applicable using pool vehicle)
- GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from underrepresented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion

#### **Accountability**

- Accountable to the IT Manager for Schools