Candidate Information

ICT Manager

Dear Applicant

February 2018

ICT Manager at The Telford Priory School

Thank you for acquiring details of this exciting opportunity to join this wonderful new school for Telford. We are all exceptionally proud of the staff and young people at the school as they settle into new ways of working, form new powerful professional partnerships, make new friends and together achieve more than they ever thought possible.

The Telford Priory School joined our Trust officially on 1st November 2015, however we have been working with the leadership since well before this date. Our Trust originated as The Polesworth School Academy Trust and then became the Community Academies Trust after going into partnership with Birchwood Primary School in November 2012. Both of these schools were judged outstanding by OFSTED within the last 3 years. The Trust has grown since 2012 and now comprises five secondary schools and nine primary schools in Warwickshire, Staffordshire and Telford. Other schools are currently consulting on joining our Trust.

We are proud of our community school based origins and organize ourselves so that schools operate locally, sharing resources and excellent practice with other CAT schools that are geographically close. The Telford Priory School is in our Telford Hub that consists of two further secondary schools and a primary school.

Our Trust is a values driven organisation, believing fundamentally in the talent of young people and is driven to ensure local communities have exceptional schools. As a high performing sponsor, the Trust has a track record of improving schools and if successful you will be an important leader significantly influential on the journey of school improvement.

Your professional development is crucial to us and you will be well supported both by colleagues in The Telford Priory School and others across Telford and the wider Trust. This is a wonderful opportunity for an ambitious teacher. The opportunities for further professional progression and enrichment are significant and enhanced by our proactive approach to the support and development of our staff.

Our website describes the Trust and our work in more detail – www.communityacademiestrust.org

Good luck with your application. I look forward to meeting you.

Philip Hamilton
Chief Executive Officer

COMMUNITY
ACADEMIES TRUST

We welcome visits to the school. If you would like any further information or to arrange a visit please contact us or email TPS.HR@taw.org.uk

Dear Applicant

These are exciting times for us all at The Telford Priory School as we move into year 3 and look to the future with continued energy, commitment and a passion for developing our students and staff.

At The Telford Priory School, we want to ensure that we embed the core values of the Community Academies Trust in everything that we do in our bid to Ensure Excellence.

We believe in the power of education and the endless possibilities which education can provide. Every day at TPS is a chance to transform lives and open doors for the young people we work with.

We value every child at TPS and welcome parents to talk to us about how best to support their child. Our half termly Parent Focus group sessions in particular are an opportunity to work with us to help develop our school.

We have high standards at TPS and insist on a professional look for our staff and students helping to create a core sense of learning and pride in everything that we do. All members of our community are dedicated to supporting one another to be the best that we can be.

We have high expectations for behaviour at TPS and expect our students to be excellent role models for one another. As part of our House system, students in our school work together for charity events and other community engagement projects.

We see TPS as being at the centre of this community whereby we provide opportunities for all to benefit from our beautiful new building and facilities including our 3G pitch, our theatre and our extensive ICT facilities.

We look forward to meeting you and welcoming you to our school.

Stacey Jordan

Headteacher

Imran Iqbal

Deputy Head-Staff

Values & Ethos - Anyone can be a hero

At The Telford Priory School, we believe that everyone can be a hero in their own way. We believe that the small things that we do can make a positive difference to someone's life and we encourage and celebrate the achievements of staff and students both inside and outside of school. We believe that it is the duty of everyone to keep learning and growing together to become the very best that they can be.

TPS is sponsored by The Community Academies Trust and as such our core values are underpinned by a set of principles that shape and define the way we work with the students in our care and the community we serve.

Our three main types of achievement are:

Academic - where students are challenged to achieve more than they ever thought possible. We aim to create learners who succeed regardless of their socio-economic background. We believe that all students who enter our school should be able to access quality learning which enables them to succeed and be prepared for the next step of their education and life.

Relationships - where excellent relationships for learning form the basis for all types of achievement. Relationships at The Telford Priory School are founded upon a mutual trust and respect between all members of our community where high standards and expectations of oneself and each other are the norm. We expect all members of our school community to be courteous, polite and treat others as they expect to be treated.

Letting your light shine - where all the young people in our care can achieve something they can and should be proud of every day, in addition to their academic achievement. We believe that all students need to find their passion and be supported to excel in these areas. All students and staff should be able to grow within our school and become the absolute best that they can be.

Our Staff

Our Values extend to how we challenge, support and work with each other. All staff (support and teaching) play a crucial role in the education of young people. We all understand how our work has a direct influence on the life chances of the young people in our care. In the same way that we all have a duty of care to them, we have a duty of care to each other and have regard for each other's professional and personal well being.

All members of the staff community see themselves as learners. They are empowered to make decisions, be creative and to lead. Mutual respect pervades all relationships, working together to enhance professional learning and practice and collaboration; collegiality and a sense of team identifies how all staff work together. All staff have clarity and certainty about the direction our school is taking and can be working on only a few initiatives at any one time with a sense of how their work is contributing to that vision. Staff co-operate with each other and are not in competition with each other – they are part of a team that ensures our schools are among the best in the country.

JOB DESCRIPTION

ICT Manager   Term Time plus 3 weeks
Salary: £28,485 (pro-rata)
Effective Date: ASAP
Closing date for applications: Monday 26th February 2018 at 1pm

Scope:

This post holder will be proficient in providing a streamlined operation of the ICT and technical areas of the school in alignment with the school's objectives. The school consists of workstations made up of a combination of Windows workstations, tablets, netbooks, AppleMacs, iPads and iPods. The post holder will manage a team who will ensure safe operation and maintenance of a significant amount of other technologies within the school including reprographic print machinery and sound and light equipment.

Reporting to:

School Business Manager

Main Duties and responsibilities:

- Strategic management of ICT infrastructure, systems and services including the deployment of ICT & Technical resources

- To develop schools ICT support services efficiently and effectively to meet the needs of the school and its users

- To promote effective teaching and learning throughout the school by the efficient and effective deployment of ICT resources and support in the classroom

- To lead on the whole school development of ICT and technology including reprographics, display, and digital media

- To line manage and develop school ICT Technicians and manage all the ICT, telecoms, printing and support contracts

- Manage and ensure effectiveness of school servers and their associated operating systems and software

- Manage and ensure optimal operation of all network hardware and equipment

- Manage and ensure effectiveness of security solutions, including website, filtering and classroom management solutions

- Establish and maintain regular written and in-person communications with the school's decision-makers, stakeholders, department heads and end users regarding pertinent network activities

- To manage and develop the schools internal Helpdesk and Call Logging systems, and provide data to support team performance

- To establish and promote a safe ICT environment for staff and students, and to create procedures and policies to support this

- To promote school achievement, news and events via social media (facebook, twitter) and to develop the school website

- To manage and provide an ICT technical support and advice service to administrative and curriculum areas as required

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage.

This person-specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for all employees and volunteers. We are a no smoking site.

- To manage the performance and monitor all ICT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults

- To actively manage the support contracts/service level agreements for IT, network infrastructure, telephony and CCTV and printing facility to ensure efficient and effective performance and deployment of appropriate support services

- To lead on and develop the system recovery processes

- To be responsible for strategic business and financial planning to ensure that the ICT service meets the School's strategic vision and needs, including accountability for the ICT budget in conjunction with the Headteacher and the Senior Leadership Team

- To ensure best value is achieved with all hardware and software purchases

- To identify, lead, manage and support the development of new ICT systems, networks, equipment and applications for the school to ensure the curricular and management needs of the school will continually be met.

- To develop an ICT strategy, development, and replenishment plan for the school for approval by the Senior Leadership team and CAT.

- To maintain an inventory of all hardware, software licences, network cabling, telephony and CCTV resources and a register of all borrowed equipment.

- To maintain a log of all hardware, cabling, telephony and software faults and to provide a report on technical support issues to the Senior Leadership Team

- To participate fully in the schools performance management process. To demonstrate a commitment to continuous development, identify opportunities for professional development and undertake training opportunities where appropriate.

- To keep abreast of developments in the field of ICT and undertake research as appropriate. To advise the Senior Leadership Team on emerging technologies and their applicability to the school

Key Tasks

- Maintain and develop ICT suites and working areas

- Maintain and develop digital signage network

- To keep up-to-date with trends in hardware and software and to support and advise the Senior Leadership Team on technical matters

- To be able to assist with training sessions for staff in such areas as electronic whiteboard use and protocol, (MIS and web-portals)

- To maintain stocks and order stocks as required by teaching staff

- Manage access to ICT systems for staff, students, governors and parents

- Manage the VoIP telephone system, in consultation with TAW

- Liaise with TAW on all aspects of network, software and

management as needed

- Manage classroom management and website filtering systems and provide reports on incidents

- Manage school print management systems and report to the School Business Manager

- To lead on the development, support and maintenance of the school web site

- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Headteacher or Senior Leadership Team

- To support the school staff policies and procedures

- To line manage the ICT Technicians

- To carry out the above duties in accordance with the schools Equal Opportunities policies

- To perform such other tasks as may reasonably be required by the Headteacher or Senior Leadership Team

Communication

- To advise SLT/Governors/Directors on matters of ICT & technical policy and assist in the long term strategy for the development of the school

- Ensure information, both internal and external is current and in a format that can be accurately and swiftly queried by all stakeholders.

- Internal: Liaising with any staff and students across the school. Responding to enquiries, sharing information, referring information to the relevant people

- External: Parents/carers, the LA and other agencies voluntary, community and organisations. Contacts with outside organisations will include dealing with enquiries and giving and collecting information.

- Queries of a complex and unusual nature are referred to the Senior Leadership Team

- The post holder will meet with the Senior Leadership Team on a regular basis in addition to attending regular team meetings

Creative work & Complexity

- The post holder will use imagination and creative skills to identify new opportunities and approaches to achieve school priorities and present information. Will need to be able to retrieve information and prepare straightforward reports.

- Deal with a high degree of complexity particularly in understanding and finding solutions to highly complex problems. The post holder will be able to refer to the Senior Leadership Team in order to find solutions to highly complex problems but mostly will be expected to mainly work without supervision.

PERSON SPECIFICATION

Qualifications

▪ Hold a recognised computer or network qualification at NVQ Level 4 or equivalent experience

Knowledge

▪ Understanding of client/server architecture

▪ In depth knowledge of computer systems/networks and a range of software applications

▪ Understanding health, safety and welfare regulations and best practice affecting ICT

▪ Understanding Data Protection requirements

▪ Exceptional technical knowledge of network and PC operating systems in particular for managing and configuring authority and school-wide LANs, WANs, WLANs, VPNs, etc.

▪ Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards

▪ Excellent knowledge of current protocols and standards

▪ Knowledge and understanding of telecommunications principles

Experience

▪ Line management experience from within an education environment

▪ Considerable experience in Network management

▪ Experience of working in a similar role

▪ Experience of managing and interpreting complex and voluminous data

▪ Experience of installing and configuring computer hardware and software and managing projects

▪ Wide ranging experience

▪ Good working knowledge of various technologies

▪ You will have an excellent track record in managing a successful IT team. Whilst knowledge of the education system is useful, a willingness to learn about this specialist field is important

▪ Experience of procurement and budget management

Practical Skills

▪ Ability to analyse data accurately

▪ Ability to prioritise and delegate effectively

▪ Ability to relate well to people on all levels

▪ Work constructively as part of a team, understanding school roles and responsibilities and your own position within these

▪ Ability to identify own and others' training & development needs and co-operate with appropriate individuals to address these

▪ Strong inter-personal skills

▪ Exhibit excellent customer care skills

▪ Able to solve problems and design solutions and demonstrate ICT support skills

▪ Ability to relate well to students and colleagues

▪ Ability to interpret advice/statute and to devise policy/ practice in the light of these

▪ Ability to coach and mentor others

▪ Able to manage CPD and appraisal of other ICT staff and encourage their development

▪ Ability to work within a multi-disciplinary team effectively

▪ Ability to persuade, motivate, negotiate and influence

▪ Full working knowledge of relevant polices/codes of practice/legislation

Personal Attributes

▪ To be organized and efficient

▪ Reliable and punctual

▪ Have a polite, friendly and flexible approach to work

▪ To have a good sense of humour

▪ To follow instructions

▪ To keep calm and professional at all times

▪ Interpersonal – common courtesy, tact and confidentiality

▪ Working in close proximity to and inspiring and motivating others

The Telford Priory School
New Road
Wrockwardine Wood
Telford
TF2 7AB
Tel: 01952 386400
info@telfordprioryschool.co.uk
www.telfordprioryschool.co.uk
twitter.com/telfordpriory
facebook.com/telfordprioryschool

We welcome visits to the school. If you would like any further information or to arrange a visit please contact us or email TPS.HR@taw.org.uk