

Information Pack for Applicants IT Support Officer



Minerva
Learning Trust

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

The Trust will undertake stringent and rigorous checks of identity and qualifications to ensure that we maintain the very highest standards of child protection for our students.

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May we take this opportunity to thank you in anticipation of your application. If, however, you have not heard from us by the proposed date for the interview you should assume that on this occasion your application has not been successful. In that event we wish you every success in any future applications you make.



Section 1: Post Advertisement

Post:	IT Support Officer
Location:	Central Trust Team (Deployed at Schools)
Pay scale:	NJC Grade 5, Scale Points 15: £25,878 to 20: £28,371 gross per annum
Contract:	Full time, 37 hours per week, 52 weeks per year
Start date:	As soon as possible

Minerva Learning Trust is an expanding Sheffield based Multi Academy Trust with a vision of providing outstanding education for all the students within our schools. The Trust is passionate that all students should see their time at school as happy and fulfilling with their potential developed to the utmost. The Trust employs just under 800 staff across our schools and central services and we are committed to providing career opportunities and professional development which allows people to make a positive contribution to the delivery of our vision.

We are looking to recruit an IT practitioner to join our Central Trust Team. You will be based at the Trust Central location providing support across the Trust and will initially be assigned to support Handsworth Grange Community Sports College. This is an exciting time to join the Trust as we embark on the delivery of our digital strategy and transformation of our network. Working under the direction of the Trust Network Manager the successful candidate will:

- Undertake the role of an IT Support Officer at a designated School as directed where the support need exists.
- Assist with the development of a highly effective customer focused service that ensures pupils and staff always have efficient access to a fully operational IT service and a high-quality end user experience.
- Assist with the support and development of any apprentices or trainees within the service
- Provide technical expertise and support to the schools and central team within the Trust.

The Trust offers a wide and varied package of training and development through our CPD Routes programme as well as the opportunity to access formal training and qualifications through use of the apprenticeship levy.

Candidates can find out more about the Trust and our schools via the Trust website www.minervalearningtrust.co.uk Candidates can have an informal discussion about the role with Tim Rose, Trust Network Manager, Email: trose@minervalearningtrust.co.uk, Tel: 07378 257696

The closing date is 9.00am on Friday 9 June 2023 and interviews will take place on week commencing 12 June 2023.

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment, further information can be found in our child protection and safeguarding policy on our statutory information page on our website [Minerva Learning Trust](http://www.minervalearningtrust.co.uk). The successful candidate will be required to complete an Enhanced Disclosure and Barring Service (DBS) check. Further information is available by contacting Leane Beanes, Trust HR and Payroll Assistant, via e-mail: recruitment@minervalearningtrust.co.uk.

The application form and information pack is available on the Trust website www.minervalearningtrust.co.uk **Please ensure that you do not fill in a Sheffield City Council application form in respect of this vacancy as your application will not be considered.**

Section 2: Letter from the Chief Executive – Bev Matthews

Dear Candidate

Thank you for your interest in this role within Minerva Learning Trust. Minerva Learning Trust was established in October 2014 with the vision of providing outstanding education for pupils who are from a wide variety of backgrounds across the city of Sheffield. During 2017-2018 the Trust brought together four secondary schools to create a new partnership which will support the teaching and learning of around 5000 pupils. In September 2020, Chapeltown Academy joined the Trust and enhanced the post-16 provision within the Trust in the north of the city and in September 2021, we were delighted that Woodthorpe Community Primary School became the first primary school to join the Trust. We resolutely believe that we are stronger together and that each school within the MAT has individual strengths and we celebrate the diverse and unique qualities of each particular school.

As a Trust our mission, vision and values are central to our work and are the driving force behind all that we do. Our vision of Working Together, Learning Together and Outstanding Together is underpinned by our core values of Inclusion, Independence, Respect and Success. Through our values we foster an ethos of collegiality, we ensure inclusion is at the heart of all we do and we work hard to ensure that every child succeeds, no matter what their background or circumstance.

We recognise that the commitment and care shown by all our staff is fundamental to the success of our young people. As such, we work hard to ensure that staff are supported, encouraged, developed, respected and listened to within an enjoyable and rewarding working environment. Our culture is one of professional trust, respect, honesty and integrity and we want our staff and students to work and learn within an environment that enables them to flourish and to work at their best.

The professional development of staff, including opportunities for research, is a key priority of Minerva Learning Trust. As such, we seek to enrich employee capability and maximise the strength and contribution of each individual who works with us. The Trust believes in investing in the learning and development of its employees through a range of opportunities which are aligned to the needs of the organisation and its young people.

This is an exciting opportunity to join the Trust. If you choose to apply you will be choosing to work alongside a team of dedicated professionals who passionately believe in the power of education to change the life chances of young people.

If you believe you have the experience, skills and ambition to support our aims and contribute to the delivery of the very best for our pupils then we look forward to receiving your application.



Bev Matthews
Chief Executive Officer

Section 3: Job Description



Minerva Learning Trust Job Description

Minerva Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

POST TITLE	IT Support Officer
GRADE/SALARY	Grade 5, Point 15:£25,878 to 20:£28,371
HOURS/WEEKS	Permanent, 37 hours per week, 52 working weeks
LOCATION	Central Office (Deployed at Schools)
RESPONSIBLE TO	Trust Network Manager
RESPONSIBLE FOR	N/A
PURPOSE OF THE JOB	To be System Manager, co-ordinating information systems to support whole school curriculum and administration and be responsible for developments and associated upgrades. To develop, maintain and provide ICT support for cloud-based IT services to meet the needs of the school. Responsible for the implementation, support and development of software and other online content. Carry out staff support and training relating to the role.
RELEVANT QUALIFICATIONS	NQF Level 4 (HNC/HND) Computing or ICT qualifications or equivalent At least 1-year prior experience working in ICT Support role

SPECIFIC DUTIES AND RESPONSIBILITIES

The post-holder, must always, carry out his/her duties and responsibilities within the spirit of Minerva Learning Trust and School policies and within the legislative framework applicable to academies.

MAIN DUTIES AND RESPONSIBILITIES

This is not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

- To support the Trust Network Manager to ensure continuity of provision across the school.
- To undertake the duties of System Manager in relation to the school's Information System, co-ordinating user access and controls together with managing developments, upgrades and ensuring users are supported.
- To contribute to the development of staff to meet the continually changing needs of the school (including skills audit). Develop and deliver ICT training and support where necessary.
- To support system development and new innovation, including testing and evaluation prior to implementation.
- To attend meetings as necessary which impact on the responsibilities of the role
- To contribute to maintaining systems of security across the network, setting up passwords and access rights as required.
- Cross school liaison to ensure best use of ICT.

OPERATIONAL

- Contribute to the maintenance and development of the network infrastructure and supporting systems to ensure continuity of IT service provision.
- Contribute to the planned and preventative program of maintenance works to ensure reliable systems including third party modules, CCTV, IP telephony, print and MFDs, active networking infrastructure and any other support as may be required for mobile devices.
- Support software systems including print management solutions, anti-virus and intrusion prevention and detection technology. Ensure such software is up to date and in line with the relevant security practices.
- To support the School's Information Management Systems encompassing present and future developments and including contributions to the co-ordination of staff training.
- Manage SIMS applications and user accounts to maintain efficient systems of work, ensuring appropriate permissions are applied to maintain system security.
- Support the implementation of change and the associated user needs to ensure an effective change process.

SUPPORT AND DEVELOPMENT OF E-LEARNING FACILITIES, WEBSITE AND SOFTWARE

- To support staff in the development of and to maintain, the school's chosen cloud based learning services, liaising with curriculum and administrative staff regarding content and use and to support the training needs of all users.
- To be part of the technical team that supports, maintains and develops the school website.
- Advise on compatibility of hardware, applications and operating systems to meet both School and user requirements. Where appropriate develop outline specifications for solutions in collaboration with the Trust Network Manager and Senior Leadership Team.
- To promote and support secure communications and social media presence.
- To maintain the school's digital signage system.
- To advise on the appropriateness of software and test, monitor and evaluate.
- Maintain, install and removal of software and hardware as appropriate.
- To maintain inventory of all ICT software and licenses throughout the school.
- To investigate and trial new software applications for educational use.
- To assist staff in learning how to use software and provide on-going support where necessary.

- To maintain appropriate stocks of consumable items e.g. cartridges for distribution across the school.

HEALTH AND SAFETY

- To ensure that all ICT areas comply with current Health and Safety regulations.
- To ensure the application of e-safety practices across the school.

SAFEGUARDING

- Contribute towards Trust's strategic approach to safeguarding and inclusion.
- Undertake regular safeguarding training as required and ensure statutory and Ofsted requirements for safeguarding are met.
- To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and young people and to raise any concerns relating to such procedures which may be noted during the course of duty.

OTHER SPECIFIC DUTIES

- To play a full part in the life of the Trust community, to support its mission and ethos and to encourage staff and students to follow this example.
- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Attend Central Trust meetings and events as requested.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Participate in the Trust Performance Development Review process and undertake professional development as required in line with the post.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of Minerva Learning Trust and establish constructive relationships with nominated schools and other agencies as appropriate to the role.
- To actively promote the school and Trust's policies.
- To be courteous and provide a welcoming environment.

GENERAL

- To be aware of, and comply with, Trust and school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Chief Executive Officer or Trust Board.
- This job description will be kept under review and may be amended via consultation with the individual, Chief Executive Officer or Trust Board required. Trade Union representatives will be welcome in any such discussions.

Section 4: Person Specification



Minerva Learning Trust Person Specification

Post title: ICT Support Officer

Minimum Essential Requirements	Method of Assessment
QUALIFICATIONS AND KNOWLEDGE	
Prior experience in an ICT network support role	AF/I/R
NQF Level 4 (HNC level) Qualification and/or experience within the ICT discipline	AF
Prior experience with online learning environments	AF/I
SKILLS AND EXPERIENCE	
Good level of communication skills, both verbal and written to senior level audiences	AF/I
Good level of planning and organisational skill	AF/I
In depth knowledge of the ICT field and emerging technologies	AF/I
Excellent analytical and problem-solving skills	AF/I
Knowledge and understanding of the impact of ICT within an education environment	AF/I/AA/R
Ability and confidence to coach and mentor staff	AF/I/R
Ability to support teams	AF/I
Experience of working with a range of external partners	AF/I
WORK RELATED CIRCUMSTANCES	
Ability to manage working hours flexibly to meet the demands of the role	AF/I
Commitment to professional development	AF/I
Willingness and ability to travel to other work locations within the Trust and other venues	AF/I
EQUAL OPPORTUNITIES AND SAFEGUARDING	
An understanding of safeguarding issues and promoting the welfare of children and young people.	AF/I
A commitment to safeguarding students.	AF/I
Suitability to work with children.	AF/I
A commitment to equal opportunities.	AF/I
Ability to recognise discrimination and willingness to put Equality Policies into practice.	AF/I

Key: AA = Assessed activity
 AF = Application form
 I = Interview
 R = Reference

Section 5: The Appointment Process

These notes are intended to guide you when making an application.

- The Application Form
Complete the application form neatly, fully and accurately, including exact dates. The form may be typed or handwritten but if you do write it by hand please make sure that it is legible and that you use black ink. Indicate clearly on the front page the post you are applying for. You are requested to submit a concise application.
- Education and Training
State your qualifications and any training you have undertaken relevant to the post.
- Present Appointment
Make it clear what your present post is, which establishment you work in and who your employer is.
- Previous Appointment
When completing this section, it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work. This is a requirement under our recruitment and safeguarding policies.
- Referees
Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.
- The Supporting Statement/Letter of Application
The supporting statement or letter is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post. You should take particular care to demonstrate how you meet the person specification included as part of these details. **Please limit your supporting statement to two sides of A4 in size 11 font.**
- Arrangements for Interview
Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and some support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website prior to attending the interview.
- The Interview
Candidates will be invited to the Trust Central Office or one of our schools for interview. All appropriate Covid-19 Health and Safety measures are being followed. Where necessary, interviews will be facilitated via an on-line means through Microsoft Teams or Zoom.
- Feedback
Verbal feedback is offered to those candidates who are shortlisted and not recommended for appointment. It is hoped that this information will help you with future applications.
- Selection for Appointment
Selection is made conditional upon the successful candidate meeting the Trust's requirements for health, physical capacity and conduct.
- Arrangements for Applications
When you have completed your application, the completed form and covering letter should be e-mailed to recruitment@minervalearningtrust.co.uk by the closing date and time.