

Candidate Briefing Pack

IT Technician

Dear Applicant

Welcome to the George Eliot Academy which is soon to become part of United Learning and thank you for your interest in the role. If you are looking for an exciting, challenging and highly rewarding role that offers a strong commitment to professional development and well-being (as evidenced by our benefits below), we encourage you to apply.

This is a technical IT role in which you would report directly to the Cluster IT Manager; it is a fantastic opportunity for you to shape and support the successful futures of academy. We work with 3 other schools to form the Midlands Secondary Cluster: Hartshill Academy, Heath Lane Academy and Nuneaton Academy.

We look to 'cluster' academies to share resources and expertise and to give staff local opportunities to develop further. Whilst there is commitment to nurturing the unique ethos of each school, our common mission in bringing out the 'Best in Everyone' shines through. We aim to offer more to both colleagues and young people than any single school could offer alone.

Strong relationship building and providing outstanding customer service to all stakeholders will be vital for this role. We require a strong and capable IT Technician ready to step up to a more senior position.

United Learning is an exciting organisation to work for; there is a real focus on developing people and empowering innovation where staff are appreciated and celebrated. A key benefit of being part of United Learning is to have the support of colleagues across the wider group and ample opportunities to network; we recognise the powerful impact that collaboration and partnership have on colleagues. The Group's aim is to ensure that the technology, finance, HR, and data support is provided more effectively and efficiently than would otherwise be possible, so that leaders can focus on educational leadership.

United Learning is an inclusive employer and is committed to creating and sustaining a more ethnically diverse workforce. Therefore, we would very much welcome applications from professionals of all backgrounds who share our commitment but especially those of minority ethnic origin. We do hope you will get in touch with any questions you may have ahead of submitting your application.

The information below includes information about:

- Our School – George Eliot Academy
- United Learning
- Job Description/Person Specification
- How to apply

We very much look forward to hearing from you.

Homeira Zakary
Principal
George Eliot Academy

George Eliot Academy

George Eliot Academy is a rewarding and professionally stimulating place to work. George Eliot Academy is a mixed secondary school where pupils feel a real sense of belonging and there is a culture of mutual respect. We are passionate about our vision to develop successful pupils who are independent, well-rounded, behave well and with integrity and live happy and fulfilled lives.

Our Ofsted Good (September 2021) academy vision is “we aim for excellence and improve pupils’ achievement, through an inclusive academic culture based on high aspirations and expectations. Our excellent daily practices embed our culture of kindness, gratitude and hard work; our STAR values and family ethos shape the character of our pupils.” If you share our vision and would like to work in our close knit and family-orientated school, we would be delighted to hear from you.

Our offer:

- You will be working in an academy that “....places kindness alongside ambition in the values it promotes” (Ofsted 2021).
- You will be working within an experienced, ambitious, forward thinking and highly effective team.
- You will have the opportunity to work collaboratively with other United Learning schools.
- We will support your ongoing continuing professional development.
- You will be fully supported by your colleagues within the school to ensure you have the tools to deliver success and reduce your workload.

About United Learning

United Learning is a group of schools which aims to provide excellent education to children and young people across the country. We uniquely comprise schools in both the state and the independent sectors and currently educate over 60,000 students and employ over 9,000 members of staff.

The growing range of outstanding group-wide activities that we can provide will mean that more young people will have truly exceptional and inspiring experiences. We believe that our Group contains the most developed relationships and practical interactions between independent and state schools in the country; creating benefits for all the schools involved whilst respecting both traditions and learning from each other.

United Learning comprises both United Church Schools Trust, which operates our fee-paying independent schools, and United Learning Trust, which operates our state-funded academies. To find out more about United Learning, please visit the website: www.unitedlearning.org.uk

Our Ethos

Our approach to education is underpinned by a sense of moral purpose and commitment to doing what is right for children and young people. We believe in supporting our colleagues to achieve excellence and in acting with integrity in all our dealings within and beyond the Group. We believe the safety and welfare of all children and young people is paramount. We summarise this ethos as ‘the best in everyone’ underpinned by our core values:

AMBITION – to achieve the best for ourselves and others.

CONFIDENCE – to have the courage of our convictions and to take risks in the right cause.

CREATIVITY – to imagine possibilities and make them real.

RESPECT – for ourselves and others in all that we do.

ENTHUSIASM – to seek opportunity, find what is good and pursue talents and interests.

DETERMINATION – to overcome obstacles and achieve success.

Continuing Professional Development

Our staff are one of our most important assets, we are passionate about supporting our staff, bringing out ‘the best from everyone’. You will work closely with your Executive Business Manager to set personal and meaningful development objectives and you will receive all support possible to achieve and surpass these objectives. You will also have the benefit of accessing a range of internal and external staff networks and fantastic CPD opportunities.

Job Description - IT Technician

Reports to: Cluster IT Manager

Pay Scale: Band 2 Vocational £25,000-27,000

Role Summary:

Under the overall supervision of the Cluster IT Manager, deliver a first class ICT support service to staff, students and other stakeholders to ensure the network, systems and devices are working to optimum levels to support teaching and learning which secures excellent outcomes for all students and allows support staff to deliver first class services to all its stakeholders. You will look after the IT systems of the George Eliot Academy supported by two senior posts within the Midlands Academy Cluster.

Key Responsibilities of the Post:

1. Operations and Maintenance
 - Maintain the efficient operation of the school's ICT Infrastructure and equipment to ensure full functionality for student and staff use.
 - Repair hardware and software within technical capabilities.
 - Ensure the health and safety of the equipment and operation including safe transit of equipment, assembly and dismantling of equipment and materials, cleaning, and storage.
 - Ensure the systematic checking, cleaning, security, and integrity of all classroom equipment.
 - Set up hardware/peripherals and install software as required.
 - Assisting with student and staff access and passwords.
 - Ensure regulations and policies are adhered to at all times.
2. Ongoing development of ICT Services
 - Keeping up to date with current developments in ICT by relevant training and research.
 - Having a good understanding of adhering to requirements as laid out in the UL Technology Policies
3. Planning and Documentation
 - Prepare written notes on all fixes developed.
 - Assist with the preparation of maintenance programmes.
 - Develop FAQs/guidance documents as required.
4. Communication
 - Ensure comprehensive and courteous notes and responses are added to all tickets within the Helpdesk.
 - Take part in all team briefings/meetings and training.

General Accountabilities:

- Be responsible for your own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of United learning and the George Eliot Academy, and their commitment to equal opportunities and safeguarding.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description. This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

This post is subject to an enhanced DBS disclosure and the post holder must be committed to safeguarding the welfare of children.

IT Technician Person Specification

Education and Qualifications	Essential	Desired
GCSE Maths and English	X	
Microsoft MCP or equivalent		X
ICT Level 2 or Level 3 qualification		X
Experience	Essential	Desired
Previous experience of ICT maintenance/repair	X	
Previous experience in a customer facing role	X	
Knowledge of O365 and TEAMS		X
Experience of working in a school environment		X
Knowledge and Skills	Essential	Desired
Ability to use hand tools (screwdrivers, sockets etc)	X	
Able to make connection between their work and the benefits to students		X
Personal Attributes	Essential	Desired
Good written and verbal communication skills	X	
Good timekeeping	X	
Ability to prioritise and manage workloads	X	
Good interpersonal skills and ability to work with staff and stakeholders at all levels	X	
Organised and good attention to detail	X	
Ability and willingness to travel regularly to locations within the cluster	X	
Ability to drive and the use of a vehicle is advantageous		X

How to Apply

Please complete an online covering letter (you will be prompted to do so after completing your profile) explaining the motivation for your application for this specific role and why you would be a good match for the role and stakeholders. This supporting statement should be no longer than 8,000 characters. In line with our compliance with safer recruitment, we will take references for all those candidates who proceed to interview, as well as asking candidates to complete a standard application form. Please provide us with 2 referees when prompted to do so.

The deadline for receipt of applications is **9am on Thursday 23rd November 2023**. We reserve the right to bring forward the closing date if we consider that we have received an appropriate number of candidates for the post, therefore *we encourage you to apply as soon as possible*.

Further information

We encourage informal discussions regarding the role. If you are unsure about the role, have more questions please email Head of Schools' IT Strategy (phil.sugars@unitedlearning.org.uk) or the HR Business Partner (jo.molyneux@unitedlearning.org.uk). If you would like to visit one of the schools before applying, please contact Business Manager (Marie.Adams@midlandat.co.uk).

Terms and Conditions of employment

Please note the final detailed terms and conditions are subject to agreement between UL and the successful candidate:

- **Location:** You will be located at George Eliot Academy.
- **Working hours:** Monday to Friday, 37.5 hours per week. The hours are to be negotiated, dependent on the individual's circumstances, but generally we would look to cover the hours of 08:00 – 16:30 with an hour unpaid for lunch. We are open to requests for flexible or part-time working.
- **Start date:** As soon as possible.
- **Starting salary:** £25,000 - £27,000 p.a. - This is negotiable and dependent on your skillset and previous experience.
- **Ill Health Pay:** Our Policy allows for a five-year sliding qualification period, at the end of which, you will be entitled to full pay for 50 working days and half pay for 50 working days.
- **Pension Scheme:** You are eligible to be a member of the Local Government Pension Scheme which currently has a 19% employer contribution.

In addition to the above, we are also committed to providing exciting employee benefits, for example a Cycle 2 Work Scheme and a Car Lease Scheme. We also give you access to Perkbox; a scheme that offers a huge range of perks including discounts and meaningful resources, for example workout videos and sleep stories; a scheme designed to add value to every lifestyle.