Queen's College, London

Established 1848

Queen's College Preparatory School

Patron: HM The Queen

Appointment Information

IT Service Delivery Manager

January 2021

Queen's College, London

Queen's College, London consists of two schools. The College, based on Harley Street, is a highly successful independent girls' senior day school of 380 pupils, aged 11-18 and is a member of the Girls' School Association. It prides itself on its friendly and supportive atmosphere, highly valued by pupils, parents and staff. Queen's College Preparatory School (QCPS), a short walk away from the College, has a similar ethos and has enjoyed rapid growth since its foundation in 2002. QCPS is a member of the Independent Association of Prep Schools and has become one of the most successful girls' prep schools in London, its pupils progressing to an array of leading day and boarding senior schools, including Queen's College.

Queen's College (often known simply as "Queen's") occupies an extraordinary position in the history of education for women; founded in 1848 with the ambition of providing a means for girls and young women to gain a serious education, it was the first institution in Great Britain where they could study for and gain formal academic qualifications.

Nowadays, the College and the Prep enjoy a reputation as friendly and creative schools where high academic standards are combined with a wide extra-curricular programme and excellent pastoral support. Places are oversubscribed and the schools' central locations are recognised to be a considerable asset; the cultural life and landmarks of central London are very easily accessible and this is a source of real enrichment. The College is academically selective, has been achieving increasingly strong results in recent years, and continues to invest in enhancing its buildings (a notable example being the construction of a new sixth form centre which opened in February 2017).

The Role

At an exciting time of growth, we are seeking an enthusiastic, reliable and well-qualified IT Service Delivery Manager. Reporting to the Director of IT, the person appointed will assume overall responsibility for managing the first- and second-line technical support for all applications and services across both the College and the Prep. The post holder will work closely with other members of the IT team to deliver a high-quality IT provision for pupils and staff at both Schools.

This hands-on position also includes responsibility for supporting current and emerging IT services, and providing technical advice to project teams. Additionally, the individual appointed will identify emerging issues and be a knowledge expert. They will be responsible for the resourcing and development of the IT Helpdesk, including the preparation and coordination of service transition activities. They will work collaboratively within the IT team, which also includes the Director of IT, Infrastructure & Network Operations Manager, IT Support Officer, IT Apprentice and Data Manager.

Maintaining and developing an IT provision across two sites presents interesting challenges; the appointee will enjoy problem solving and working in a logical manner. There is significant scope for learning, not only day-to-day but also through the planned longer-term IT project work in order to realise the ambitious IT strategy at Queen's.

Key Responsibilities

Strategy & Planning

- Work with the senior leadership teams and Director of IT on strategic IT planning and take overall responsibility for the management and development of the network infrastructure, liaising with key staff to ensure that IT services meet curricular and operational needs.

- Maintain an overarching view of the capabilities of the schools' IT services and contribute to continuous improvement to meet future needs, thus ensuring competent and forward-thinking management of IT.

- Keep abreast of new technological developments in IT and propose recommendations to the Director of IT which would benefit the schools.

- Plan for major developments of the IT service and project manage their implementation.

Purchasing & Line Management

- Liaise with appropriate staff to order equipment and software; work with suppliers regarding IT-related business and lead the tendering processes for IT-related products.

- Line manage and take responsibility for the work of the IT Helpdesk team members to ensure they carry out their duties effectively and receive adequate support, guidance, training and career development in order to provide a high-quality IT support service.

Service Desk Management

- Asset and configuration management

  Track, log and correct information to protect assets and components.

- Continual service improvement

  Identify process optimisation opportunities and contribute to the implementation of proposed solutions.

- User service management

  Translate learning opportunities from dissatisfied users into continual service improvement. Take responsibility for the full range of user service functions, including reviews of user service satisfaction. Investigate which processes can be automated and how to achieve automation.

- Ownership and initiative

  Be accountable for issues that occur and be proactive in searching for potential problems to achieve excellent user outcomes.

- Problem management

  Initiate and monitor actions to investigate patterns and trends to resolve problems, consulting specialists where required. Determine the appropriate solution and assist with its implementation as well as developing preventative measures.

- Service focus

  Collaborate with users and adapt relevant and established frameworks e.g. ITIL which optimises service delivery.

- Service reporting

  Utilise data analytics skills to review IT Helpdesk performance.

- User focus

  Collaborate with user researchers and represent users internally; understand the difference between user needs and user desires. Champion user research to focus on all users. Prioritise and define approaches to understand the user story, whilst guiding others in doing so. Offer recommendations on the best tools and methods to be used.

Health & Safety and other Policies

- Comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, investigating issues and making recommendations to the senior leadership teams and Director of IT.

Miscellaneous

- Participate in training and other learning activities and performance development, as required.
- Undertake other reasonable duties that are commensurate with the post, as required by the Director of IT.

Person Specification

Essential

- A relevant network qualification or equivalent experience.
- Minimum of three years' experience working in a busy IT support role, including line management responsibilities.
- Knowledge/experience of the following:
    - TCP/IP networking;
    - Active Directory/Group Policy management;
    - IT Infrastructure management;
    - ITIL.
- Excellent organisational skills.
- Ability to communicate effectively with staff and pupils in a professional manner, face-to-face, on the telephone and in writing.
- Ability to plan and prioritise workload without supervision.
- Good attention to detail and ability to show initiative.
- Willing to work flexibly and with enthusiasm.
- Ability to work in a team and form productive, supportive & professional relationships with all colleagues.

Desirable

- MCSA/MCSE qualifications.
- Experience of Apple OS/iOS, scripting, MS Azure, MDM/BYOD and audio-visual technologies.
- Previous experience of working in a school environment.

Terms and Conditions

- Full-time permanent position.
- Start date: January 2021.
- The salary for this role will be competitive, dependent on qualifications, skills and experience.
- Normal working hours – 0830 to 1700, Monday to Friday.
- Free lunch in the Dining Hall during term time.
- Holidays – 25 days per annum, plus English bank holidays.
- Healthcare insurance (taxable benefit).
- Wellness allowance.
- Defined contribution pension scheme.

Applying for the role

Applications should be made on the Queen's College application form, with the names and contact details of three professional referees (to include your current or most recent head teacher if you are or have been employed in a school), and accompanied by a supporting covering letter. Please do not send CVs.

The application form, together with other useful information, can be downloaded from the College website (www.qcl.org.uk).

Completed application forms and covering letters should be sent via email (preferably) to the Assistant Bursar, Mr Richard Hall (rhall@qcl.org.uk), or by post to the Assistant Bursar, Queen's College, 43-49 Harley Street, London W1G 8BT.

Applications will be considered as they are received by the College and candidates may be invited for interview at any stage. Early applications are warmly encouraged.

The deadline for applications is 9.00am on Monday 7 December 2020. Interviews are likely to be held during the week commencing Monday 14 December 2020.

Queen's College, London is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.

Queen's College recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome applications from people of all backgrounds.