wapping high school

WAPPING HIGH SCHOOL

raising aspirations
broadening horizons

An 11 to 16 school passionate about providing a world class education for the young people of Tower Hamlets.

IT and Network Support Manager Application Pack

Contents

Letter from the Headteacher

December 2018

Dear Candidate,

Thank you for your interest in the advertised post at Wapping High School. I look forward to appointing an enthusiastic IT and Network Support Manager. The successful candidate will need a calm, flexible approach together with highly developed technical and organisational skills but, in return, will receive from us a strong commitment to helping you develop even further.

Wapping High School is an 11 - 16 secondary Free School bringing together the very best of different education approaches and the latest technologies together to help our students achieve at the highest personal and academic level. The School provides a 21st century, stimulating and supportive learning environment that produces confident, outward looking and caring young people equipped for happy and fulfilling lives. The excellent contributions of all our dedicated staff are central in creating this supportive and aspirational culture within the School.

As an important member of the highly valued support team, you will work with colleagues who are fully committed to excellence in all aspects of school life and enjoy being part of an important team.

If the opportunity to join our successful staff team excites you and if you feel you have the qualities required then I look forward to hearing from you.

Yours sincerely

Gary Nelson
Headteacher

Information about Wapping High School

Wapping High School is a mixed 11 -16 Free School with places for 420 students which serves the communities of Wapping and Shadwell. The school opened in September 2012 and has always celebrated the diversity of its student backgrounds, providing all students with a truly personalised curriculum to enable enhanced learning and the development of inquisitive minds.

The principal outcomes of Wapping High School are to:

- encourage students to be flexible, independent and resourceful learners for life
- raise aspirations of both students and staff
- encourage high expectations and high attainment from both students and staff
- provide all students with the qualifications for a sound economic future
- produce confident, polite and socially responsible young adults
- create a school which is environmentally sustainable and financially secure
- strengthen community cohesion by being a keystone within the local community.

These are being achieved by:

- recognising that high-quality staff are the school's principal asset, they will be supported, rewarded and motivated
- setting high, individual expectations for every student that reflect their personal strengths and support them to surpass their potential
- offering a personalised learning programme with academic and vocational learning pathways
- requiring the students to participate in a self-assessed exploration of civics, society and ethics as part of their curriculum
- embracing the role of parents as part of the school life and culture through the innovative use of technology to enhance communication and participation
- providing an accessible resource for education within the wider community taking advantage of our location between the City of London and Docklands to foster deep and ongoing links between the banking sector, media and universities.

If you are interested in applying for this post, please email the completed application form for the post to:

headspa@wappinghigh.org

The deadline for applications is Friday 11th January 2019. Initial interviews are scheduled to take place week beginning Monday 14th January 2019.

Wapping High School is committed to safeguarding and protecting the welfare of children and young people and expects all staff to share this commitment.

WAPPING HIGH SCHOOL
IT and Network Support Manager
PERSON SPECIFICATION

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Area	Essential	Desirable	Method of Assessment
Qualifications	• 5 GCSEs A – C (9-5) including Mathematics and English	• Level 3/A level qualifications or equivalent. • Appropriate NVQ Technical qualifications • First aid qualification or willingness to undertake training	Application
Professional Development	• Evidence of continuing professional development • Awareness of current and developing technology		Application Interview
Experience	• Have technical experience in ICT systems management and ICT general resources management.	• Experience within an education environment • Experience in Science/technical industry • Some experience of working with Google systems.	Application Form Interview Reference
Knowledge and Skills	• Research, access and download information • Highly developed organisational skills • Prioritise workload to meet deadlines • Have excellent interpersonal and communication skills both oral and written • To be keen to develop yourself and your skills.	• Knowledge of Health and Safety requirements • Knowledge of LANs.	Application Interview Tasks Reference
Personal Qualities	• Work independently as well as part of a team • Work creatively and to take initiative where appropriate • Remain calm under pressure • Empathise with young people • Have a Flexible attitude • Love working in a team.		Application Interview Tasks Reference

WAPPING HIGH SCHOOL
IT and Network Support Manager
JOB PROFILE

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TITLE OF POST: IT and Network Support Manager

WEEKLY HOURS & SALARY : Full time - £30 - £35K per annum depending on experience (although salary negotiable) - 40 hours term time plus

RESPONSIBLE TO: School Business Manager

MAIN PURPOSE: To provide technical and strategic ICT planning and support for Wapping High School. Development and implementation of Digital Strategy with a clear and defined focus on the Google platform. Ground up creation and development of technical documentation. Ground up creation and implementation of IT processes.

The post holder is additionally expected to ensure that the school is compliant with all relevant legislation (IT and GDPR).

Purpose of Role

The IT and Network Support Manager is responsible for the strategic development and implementation of the Digital Strategy. Establishing and documenting the current infrastructure and asset inventory. Forecasting the future needs and requirements of a Digital School with a core focus on stability and innovation, with the aim of becoming a model school that garners the attention of other educational establishments wishing to model our Digital Learning platform.

Provision of the support of Windows MAC and Chromebook software and hardware. [Desktops, laptops, internet access, and the A/V and interactive equipment within the School referred to as "School IT Equipment"]

The IT and Network Support Manager will support the process of assessing and planning the School's changes relating to computer equipment, and will then implement test and monitor changes in line with plans to be developed by IT and Network Support Manager.

The IT and Network Support Manager will be expected to establish the scope of existing support arrangements with third parties and to employ their services as needed.

Take responsibility for the day-to-day operational management, safety and security of the school. Ensuring the school is a well maintained, safe and secure site for all users. Promoting and safeguarding the welfare of children and young persons you come into contact with.

Ensure that technical improvement projects are delivered to acceptable quality, timescale and budget, liaising with colleagues and external bodies and managing expectations along the lifetime of each project.

Interpret and identify the user's current and ongoing needs. You must possess the ability to understand the requirements of those who are less technically inclined, delivering fixes and training in a humanistic tone, avoiding technical jargon where possible.

Source training resources such as cheat sheets in simple jargon for ongoing bite-size training.

Share knowledge and expertise with others, coaching and supporting team members as required.

- The candidate will possess the ability to work autonomously in a clear and structured manner.
- Develop an IT induction program for all new staff.
- Maintain Asset Management system with a uniform naming convention for all assets.
- Maintain the Google Drive folder tree and housekeep the Google/Windows user and group accounts.
- To delivering major projects (Chromebook rollout) within agreed timeframes.

Ensure that changes in operational areas are considered and measured. Assess the impact on existing systems and processes. Forecasting of future developments, and other projects within the wider organisation

Develop effective working relationships with the Admin team, LSAs and Teachers. Provide advice and guidance as and when needed. Provide support according to priority and potential impact upon staff and students.

Liaise effectively with the Finance Manager, Head Teacher and the Admin team to ensure that business needs are well documented and understood.

Define the deliverables, resource requirements and work plans for all projects and manage their development and delivery. Identify and seek additional resources as required.

IT Project Management: In liaison with the Headteacher, be the key lead on the design and deployment of IT solutions for the school, including:

- Identify problems and develop potential solutions in order to resolve in a timely manner
- Work with all staff to identify process/system improvements
- Explore opportunities for technological innovation and advise the Head Teacher and Finance Manager of all proposals to ensure they meet financial and strategic viability criteria.

Daily duties

- Maintain the Helpdesk and Asset Management register (Freshservice).
- Monitoring the daily loan and return of student Chromebook's.
- Maintenance of the school's Intranet.
- Maintenance the school's website (www.wappinghigh.org).
- GDPR/IT policy compliance.
- Media Suite support.
- WLAN Configuration and management (Fortinet)
- Web filtering (Lightspeed/Securly)
- Production of IT Policies.
- Chromebook enrollment and deployment through GAFE (G-Suite).
- IT Strategy and Innovation in liaison with the Senior Leadership Team
- Capita SIMS Administration and deployment.
- Setup and build of hardware kit (Windows/ Mac/Android/iOS)
- Google Drive tree design and permission management.
- RDP Troubleshooting (TeamViewer)
- Active Directory/DNS/DHCP Print management (Google print/Windows Print Server).
- GAFE (Google Apps for Education) Administrator.

- VPN, Virtual Machines, VMWARE and VMSPHERE.

- Hardware and Software troubleshooting fix and repair.

- Data backup and recovery (Windows/GAFE/Redstor/Backupfiy).

- Delivery of IT Inductions to new employees.

- Chromebook scheme administration.

- Production of IT training guides.

- Delivery of IT Training (OSX, Windows, iOS as well as bespoke apps).

- Technical Procurement.

- Providing support and technical leadership for Wapping High School and any other reasonable request made of you by the Headteacher or member of the Senior Team.

The following job profile is not necessarily a comprehensive definition. It accurately reflects the post at November 2018 but may be subject to modification or amendment at any time after consultation with the post holder.

WAPPING HIGH SCHOOL

Full Time

IT and Network Support Manager

Competitive Salary

A Free School (11-16)

raising aspirations
broadening horizons

We are seeking to appoint an enthusiastic individual to provide professional technical support within the Science Department. The successful candidate will have outstanding interpersonal and organisational abilities along with the technical skills needed to work in a school Science Department

Application forms and further details are available on our Website: www.wappinghigh.org or from the School Office, Wapping High School, 153 Commercial Road, London, E1 2DA Tel: 020 3597 3670 email: headspa@wappinghigh.org

Closing date: Friday 11th January 2019

Wapping High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our rigorous recruitment procedure includes DBS and medical screening and confirmation of qualifications.

Job Application Form

School Support Staff Posts

Confidential

Information for Applicants:		
Please complete this form in **black ink** or **type** in the spaces provided. If you need more space than is provided, please continue on an additional sheet of paper. Please note that we **cannot accept CVs**.		
Please email your completed form to:	headspa@wappinghigh.org	Ref. No. *(Office Use Only)* **ITNSM/12/18**
The deadline for receipt of completed applications is:		11th January 2019

Details of Post Applied For:	
Job Title	IT and Network Support Manager
Job Reference Number (if any)	**ITNSM/12/18**
Please confirm the date you would be able to start work, if successful	

Personal Details:				
Title		First Name(s)		
Surname			Date of Birth[1]	
If you have previously been known by another name, please specify:				
Address				
Contact Details	Please only include contact numbers / email addresses that you are happy for us to use.			
	Daytime Contact Number			
	Evening Contact Number			
	Mobile Number (if different)			
	Email Address			
National Insurance Number				
Do you currently have the right to work in the UK?	YES	NO	If no, please specify your circumstances below:	

[1] The Governing Body complies with the Equality Act 2010 and does not discriminate against job applicants on the grounds of age. Date of birth and other key dates are requested of applicants to meet the recommendations of the DfE statutory guidance "Safeguarding Children and Safer Recruitment in Education" (ref: DfES2006); these are used for identification purposes and to verify that a full education and employment history has been provided.

Education and Qualifications:			
Please also include any relevant professional qualifications.			
Name of Institution (e.g. School, College or University)	Dates Attended		Courses/Subjects Taken and Examinations Results or Award
	From (Month/Year)	To (Month/Year)	

Professional Development:				
Please give details of any courses undertaken which you have not detailed above and which you consider to be relevant to this application.				
Course Title	Course Provider	Dates Attended		Award (if any)
		From (Month/Year)	To (Month/Year)	

Membership of Professional Bodies:		
Please give details of any relevant professional bodies to which you belong.		
Name of Professional Body	Membership Status	Date Membership Commenced

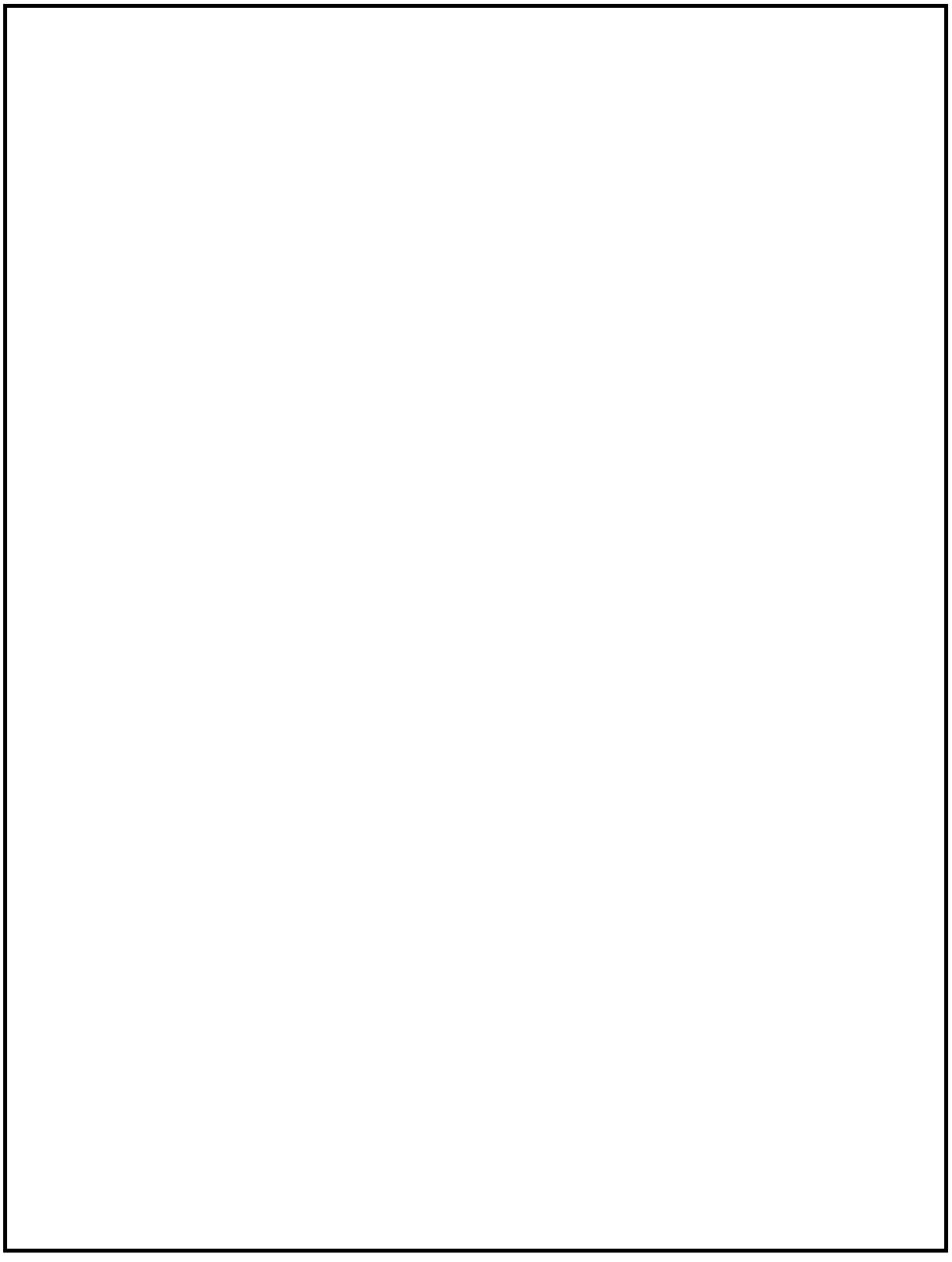
Employment History:

Please give details of **all periods of employment** you have undertaken. List the information in reverse chronological order (i.e. with your current or most recent position first). Any gaps in your employment and/or training and education history will be explored with you if you are called for interview. Please use a continuation sheet if necessary.

Employer's Name and Address	Dates Employed From and To (Month/Year)	Position Held	Salary and Benefits	Reason for Leaving

Periods When Not Working:		
Please give details below of any voluntary work you have not detailed above, or reasons for other periods of time when you have not been employed since leaving secondary education.		
Date From (Month/Year)	Date To (Month/Year)	Reason

Statement of Application:
You are invited to provide further information in support of your application. Please make full use of this section and continue on additional sheets if necessary. Please refer to the person specification for the post and also include: ● The reasons why you are applying for this post; ● The personal qualities and experience that you feel are relevant to your suitability for the post; ● Key responsibilities and achievements in your present or most recent job which are relevant to this application; ● Details of any relevant interests or activities.



Referees:

- References will only be sought for shortlisted candidates. **It is our policy to obtain references prior to interview. If you have concerns regarding this, please contact us.**
- The first referee provided **must** be your present or most recent employer, unless you have not been in employment before. If you are not currently working with children but have done so in the past, your second referee **must** be that employer.
- If any of your references relate to your employment at a school or college your referee **must** be the Headteacher or Principal.
- If you are currently working with children, your present employer will be asked about any disciplinary offences relating to children (whether current or time expired), whether you have been the subject of any substantiated child protection concerns and, if so, the outcome of these investigations. If you are not currently working with children but have done so previously, these issues will be raised with your former employer.
- Please do not name relatives or people acting solely in their capacity as friends as referees.
- **Other previous employers may also be approached for information, prior to interview, to verify details on your application form, such as particular experience or qualifications.**

Referee 1		**Referee 2**	
Title (Miss/Mr etc)		Title (Miss/Mr etc)	
Name		Name	
Occupation		Occupation	
Address		Address	
Tel. Number		Tel. Number	
Fax Number		Fax Number	
Email Address		Email Address	
In what capacity do you know the referee?		In what capacity do you know the referee?	

Reasonable Adjustments to the Shortlisting Process:
The School welcomes applications from disabled people. Please indicate in the box below if there is anything that we need to do, or take into consideration, to ensure that the shortlisting process is fair in relation to a disability.
Candidates who are invited for interview will be asked in the invitation letter if they require any adjustments to be made to the interview or other selection activities.

Declarations:

This post is **exempt from the Rehabilitation of Offenders Act 1974**. If you are appointed, you will be required to undertake an Enhanced Disclosure & Barring Service (DBS) check (previously known as a CRB check). You are required to declare any unspent convictions, cautions, warnings and bind-overs you may have, regardless of how long ago they occurred, as well as any pending criminal proceedings or current police investigations. Having a criminal record will not necessarily prevent you from taking up appointment; this will depend on the nature of the offence(s) and their relevance to the post you are applying for. However, should you **not** declare any of the above and this is subsequently revealed, e.g. through the DBS check, then this may place your appointment in jeopardy.

Important changes to the law on the disclosure of criminal records information mean that a prospective employer can only ask you to disclose any unspent cautions, convictions, warnings or bindovers, and new filtering rules have been introduced, although these rules will not apply for individuals who have two or more convictions. Guidance and criteria on the filtering rules can be found at the Disclosure and Barring Service website at: https://www.gov.uk/government/publications/filtering-rules-for-criminal-record-check-certificates. Also, because positions in schools are considered to be 'excepted', when your certificate is issued it may contain information on spent convictions that the DBS decides your employer needs to take into account in order to ensure the protection of vulnerable groups, including children. In addition, some specific offences will never be removed from a DBS certificate, such as serious sexual and violent offences. You can view this specified list of offences at: https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check.

Further guidance on what convictions you must declare and a policy on recruiting ex-offenders are available from the school.

Please answer the following questions:

Do you have any unspent convictions, cautions, warnings or bind-overs **and/or** are you the subject of a current police investigation or have criminal proceedings pending against you?	YES/NO
Are you on the Children's Barred List (previously List 99 and PoCA list) or have you ever been disqualified from working with children or been subject to any sanctions imposed by a regulatory body (e.g. General Teaching Council, Teaching Agency)?	YES/NO

It is a criminal offence for barred individuals to seek, or to undertake, work with children.
If you have answered 'YES' to either of the above, please provide **further details on a separate sheet in a sealed envelope marked 'CONFIDENTIAL'.**

Are you currently registered with the DBS Update Service?	YES/NO

If YES, please provide the information below. If NO, please proceed to the next section.

DBS Registration Number		Annual Registration Renewal Date	
Level of check obtained at point of registration? (*select one*)		STANDARD / ENHANCED	
Which workforce was your check requested for at point of registration? (*select one*)		CHILDREN / ADULT / ADULT & CHILDREN / OTHER	
Declaration: By signing this application form and providing the information above I understand that I am authorising the school to consult the DBS Update Service in the context of its recruitment and safeguarding procedures and agree to provide the relevant disclosure certificate to facilitate this process.			

Declaration of Relationships:	
Are you related to, or do you have a close personal relationship with, any elected member or senior officer of the local authority or a member of staff or governor of the school?	YES / NO
If YES, please provide below his/her name and role, and state your relationship:	

I declare that the information I have given on this form is correct. I understand that providing false or misleading information is an offence which could result in my application being rejected, or, in the event of employment being obtained, may result in disciplinary action being taken, up to and including summary dismissal. It could also result in a referral to the police. I understand that my application form will be retained on file for a period of six months (or transferred to my personnel file in the event that my application is successful) and give my consent for the personal data supplied to be used for the purposes of recruitment and selection.

Signature of Applicant		Date	

If you have submitted your application electronically, you will be asked to sign your application form in the event that you are shortlisted and called for interview.

Thank you for your application. In the interest of public economy, only shortlisted applicants will receive further notification.

Retention of Application Forms: It is the School's policy to retain all application forms for unsuccessful applicants for a period of six months, after which time they are securely destroyed. If another suitable vacancy arises during that period which we think might suit your skills and experience, we may contact you to make you aware of the vacancy. If you **do not** wish us to use your application form in this way, please tick this box ❑

Equality Monitoring Form

The School aims to select staff on merit, irrespective of race, sex, disability, age or other protected characteristics. In order to monitor the effectiveness of the School's Equality Policy and recruitment procedures, we ask that all applicants complete this form and return it with their application. In accordance with the Data Protection Act 1998, the information provided will only be used for the purposes of equality monitoring and to inform improvements to our policies. **The form will be separated from your application upon receipt and will <u>not</u> be shared with the selection panel.** Thank you.

Post Applied For:		Where did you see this post advertised?	

Please tick whichever boxes apply. If you prefer not to provide certain information, please leave the box blank.

Gender: Female ☐ Male ☐

Age: 16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 + ☐

Disability: Do you consider yourself to have a disability? Yes ☐ No ☐

Ethnicity: Please tick **one** category below. The categories are based on the population census.

Asian, Asian British, Asian English, Asian Scottish or Asian Welsh:	
Bangladeshi	
Indian	
Pakistani	
Any other Asian background (specify if you wish):	
Black, Black British, Black English, Black Scottish or Black Welsh:	
African	
Caribbean	
Any other Black background (specify if you wish):	

Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group:	
Chinese	
Any other ethnic background (specify if you wish):	
Mixed:	
White and Asian	
White and Black African	
White and Black Caribbean	
White and Chinese	
Any other Mixed background (specify if you wish):	

White:			
British		Scottish	
English		Welsh	
Irish		Any other White background (specify if you wish):	

Ref No. *(For Office Use Only)* ☐