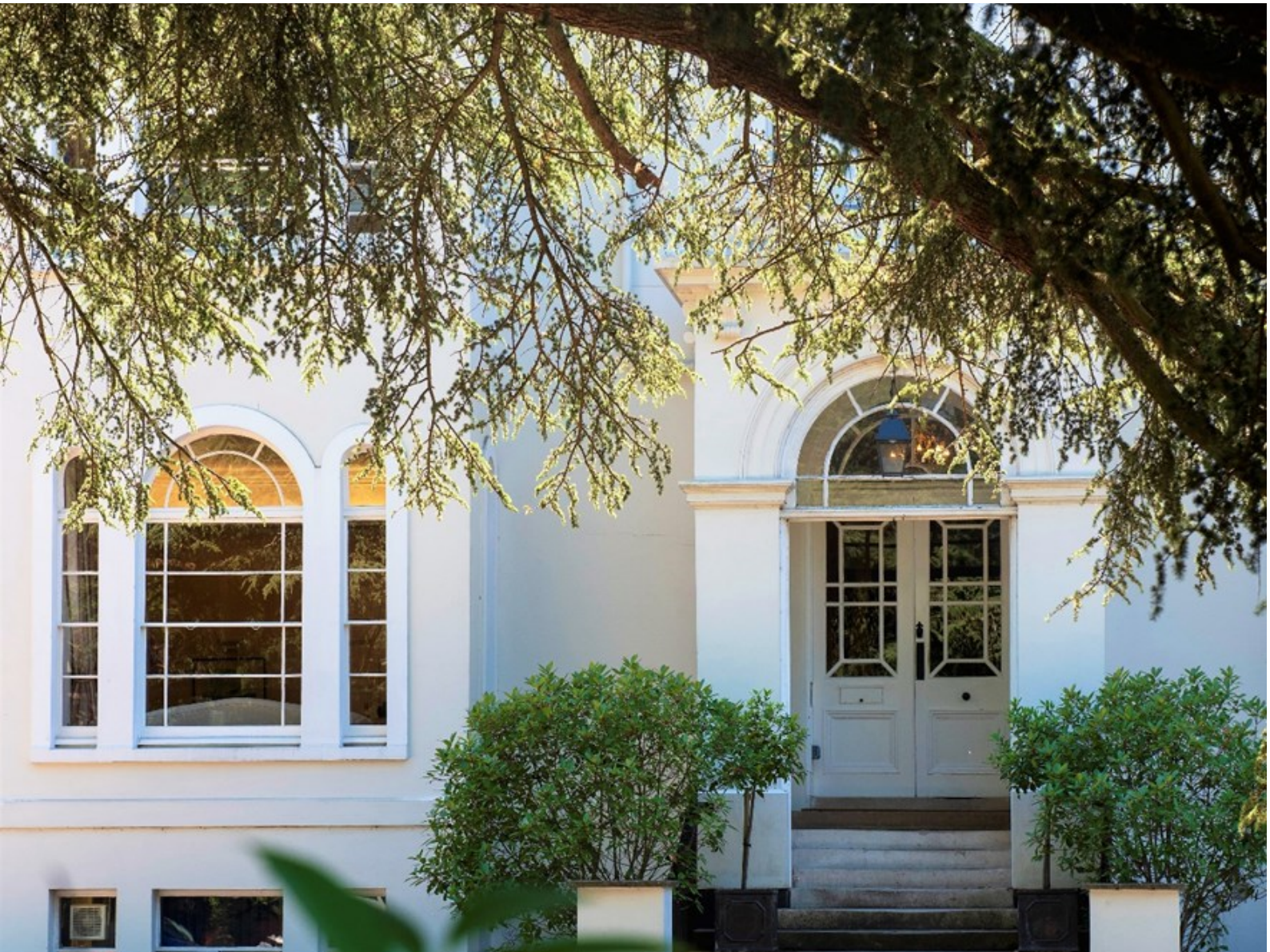




# LAMBROOK

IT SUPPORT TECHNICIAN

Information for Candidates



The closing date for applications is Friday 27th October 2023

Interviews will take place shortly thereafter



## THE SCHOOL

Lambrook is a thriving Prep School for over 600 boys and girls aged between 3 and 13, situated in 52 acres of beautiful Berkshire countryside. The School offers an enriching and exciting experience for each child, equipping and inspiring them ready for the next stage of their educational journey and indeed, life beyond.

The School comprises of a Nursery and Pre Prep for children in the Early Years Foundation Stage and Years 1 and 2, and a Prep for children in Years 3 to 8. Lambrook offers weekly and flexi-boarding for boys and girls from age 7 to 13. There is a thriving boarding community where pupils can board anything from five nights a week to one night every so often. Boarding is seen as a happy extension of Lambrook School life with 75% of the Prep School taking advantage of boarding in some way. With 95% of pupils going on to board at their future school, Lambrook offers a great opportunity to prepare pupils for this.

Lambrook has been rated 'excellent' in every area following its most recent ISI Inspection; which included the quality of teaching, pupils' achievements, opportunities in sport, music, Performing Arts and extra-curricular activities, as well as boarding provision and pastoral care. Lambrook has an outstanding track record in preparing its pupils to go onto the leading Senior Schools in the country, including Eton, Wellington College, Winchester, Charterhouse, Downe House, Rugby, Radley, Marlborough, St Mary's Ascot and St Edwards, Oxford. We are proud of our 100% pass rate for Common Entrance and a very generous spread of scholarships across all curricular areas.



## A DISTINCTIVE APPROACH

Lambrook is a forward-thinking yet traditional school, with a strong Christian and family ethos. Founded in 1860, the School has a rich history of success and is proud of its reputation as one of the leading Prep Schools in the country. Lambrook is proud of the quality of the educational experience provided for all pupils.

With 52 acres of beautiful grounds, our own farm complete with bees, chickens, lambs and goats, an Orchard, woodland, 9 hole golf course, and endless sports pitches, our children have plenty of opportunities to explore, play, learn and of course, to get muddy! We are fortunate to have some of the best facilities in the independent sector at preparatory level; a 25 metre swimming pool, Astroturf, Hard Courts, a Diamond Jubilee Performing Arts Studio, Dance Studio and Sports Hall. 2019 saw the completion of our Queen's Building; a £6m new development which offers pupils a remarkable environment for ICT, academic learning, Art, Design & Technology and the Performing Arts.

***"We say that we give our pupils 'the feathers to fly'. Along with the academic, we believe in the importance of other 'feathers' too, including a healthy 'plumage' of sport, music, drama, the creative arts, leadership programmes, expeditions with a purpose, charitable events that make a difference and so much more. Such feathers are essential in equipping children with skills such as inner confidence, learning to work in a team and valuing others, handling success as well as disappointment, building resilience, stepping out of their comfort zones, thinking outside the box, and in so doing creating 'whole' individuals who can influence society for the good. We know that with these feathers, our pupils will go on to take flight when they leave us and to soar into the next stage of their academic journey and indeed, their lives beyond."*** Jonathan Perry, Headmaster

Thanks to the generosity of its supporters, Lambrook has been able to offer so much more to pupils at the School. Since its founding as a school in 1860, Lambrook's campus has matured considerably, combining its historic architecture with an ever-growing list of state of-the-art facilities. Such improvements have had a transformational effect upon the Lambrook community and Lambrook has been able to offer exceptional educational opportunities to all of its pupils. As well as embarking on some exciting new building projects, the school has also been able to provide an increasing number of bursaries to those who would truly benefit.





# LAMBROOK

## Our Purpose

Since 1860, Lambrook has been laying the foundations for its pupils' futures. Children have one opportunity for an education which will form the basis of their lives and, at the same time, one childhood; Lambrook aims to keep a happy balance between the two.

During their time with us, we give our pupils the 'Feathers to Fly' so that when they leave us, they will spread their wings and will take flight; leaving Lambrook as confident, happy, engaging, independent and kind young people who are outward looking in all that they do.

**Inspiring** pupils from Nursery through to Year 8, offering the most outstanding breadth of educational experiences, encouraging academic intrigue and a desire to learn.

**Nurturing** and supporting all pupils through an outstanding level of pastoral care, empowering pupils to flourish and have healthy relationships with others within our vibrant and caring School community.

**Providing** pupils with an abundance of opportunities to discover, pursue and develop their skills, talents and interests.

**Preparing** our children for the next stage of their educational journey, developing the many 'feathers' necessary for their time at Lambrook, at their future senior schools and beyond.





## CANDIDATE SEARCH

Lambrook is seeing a dynamic and enthusiastic IT Support Technician to join our team, reporting directly to the Network Manager who is line managed by the Bursar. This position will provide support throughout the school, demonstrating excellent customer service skills as well as experience working within an IT environment. This is an exciting opportunity for an individual with a passion and aptitude for Information Technology. The main duties include:

- Managing a new front line IT Helpdesk support system, providing ICT help to staff and pupils;
- Hardware and software support of school devices, including Dell computers running Windows 11 and Office apps, Canon printers, VoIP telephones and network equipment, Microsoft 365—Outlook/Exchange, SharePoint and Teams;
- Microsoft 365 password resets and general troubleshooting;
- Ensuring third party web apps link in with Microsoft 365;
- Fault diagnosis and repairs to a wide range of end-user devices;
- User support for standard software packages and bespoke systems;
- Use of computerised Helpdesk facility and management of calls from inception to conclusion;
- Management of own calls and tasks, prioritising and providing cover for others if required;
- Routing calls to the relevant person to complete the task;
- Escalating appropriate calls to the relevant person to resolve a problematic issue;
- Responsible for the movement of items such as PC's monitors and larger objects where required, whilst adhering to health and safety and manual handling guidelines;
- Identifying correct cables (DP/HDMI/USB) and re-running faulty cables.

## PERSONAL SPECIFICATION

The successful candidate will have:

- Microsoft Office 365 operating systems experience;
- Mobile device experience, including iOS, Android;
- Excellent customer service skills and a friendly and helpful manner;
- A demonstrable aptitude and enthusiasm for information and communications technology;
- Confidence and willingness to learn;
- Good communication skills and ability to work well in a team environment;
- Ability to organise and prioritise workloads;
- A good understanding of safeguarding procedures.
- A Commitment and promotion of equality, diversity and inclusion;
- A Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the school are read and understood;
- An Understanding and will comply with procedures and legislation relating to confidentiality and maintain the highest level of confidentiality at all times.



# LAMBROOK

## **PRE-APPOINTMENT CHECKS**

Any offer to a successful candidate will be conditional upon:

- A verification of identity and qualifications
- Confirmation of right to work in the UK
- A check at the Department for Education List 99 and the Protection of Children Act List, as appropriate
- A satisfactory DBS Enhanced Disclosure
- Verification of professional status if required
- Where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the School may require in accordance with statutory guidance
- Verification of medical fitness in accordance with the Department of Education
- Satisfactory completion of the probationary period

## **SALARY & BENEFITS**

The school has its own generous salary scale and benefits including contributory Pension Scheme, free lunches, bike to work scheme, life assurance scheme. If the candidate has children of Prep School age, a means tested fee remission may be available.



## THE APPLICATION PROCESS

Applicants are asked to provide the Headmaster with a letter of application (no more than two sides of A4). The letter of application should offer a personal insight into the skills and aspirations of the candidate. Letters should be sent via [HR@lambrookschool.co.uk](mailto:HR@lambrookschool.co.uk)

- Applications will only be accepted from candidates completing the School's Application Form in full with an accompanying photograph
- The successful applicant will be required to undergo Enhanced Disclosure clearance (DBS) from the Criminal Records Bureau.
- Online searches will be carried out.
- Minimum of two references will be required.

If you are currently working with children on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with children, but have done so in the past, that previous employer will be asked about these issues. Where neither your current nor your previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although they may, where appropriate, answer 'not applicable' if your duties have not brought you into contact with children or young persons.

You should be aware that provision of false information is an offence and could result in the application being rejected or in summary dismissal, if the applicant has been selected, and possible referral to the police and/or the department for Education Children's Safeguarding Operation Unit.





## WHAT OTHERS SAY

*"They say they give children the 'feathers to fly' we say; they help them soar" "It's pretty bucolic: we spotted children cartwheeling on the croquet lawn, racing around with cricket bats and swinging from old tyres hanging from the trees, sporting proper rosy cheeks and a healthy outdoorsy glow. The school is anchored around a pristine, grand white country house, with a nursery and pre-prep on site. There's a sense of delicious freedom and fresh air"*

**Talk Education**

*"Parents can't believe their luck to have stumbled across Lambrook, wondering at how such an all-rounder country prep can be within such easy reach of West London. Head Jonathan Perry is one of a kind, and parents marvel at his ability to proffer a smiling welcome each morning, come rain, shine or minus two degrees. There is a real outdoor culture: little ones have wellies and waterproof all-in-ones so they can romp freely through the 52 acres. The amazing facilities are ever improving: pupils are enjoying synchronised swimming in the new pool, acting in the Performing Arts Centre, and studying in the new Queen's Building."* **Tatler**

*"If you're lucky enough to visit the magnificent white Berkshire mansion that is Lambrook on a sunny day, it is a glorious site. And if you pick a day to see the school's 52 acres of lush prime estate at their peak of green and pleasantness, expect to see children playing under distinguished trees, with the cricket pitch and nine-hole golf course (yes, really) looking like velvet and birdsong coming from every direction....Lambrook is a happy, dynamic and unstuffy prep school in an idyllic pastoral setting where children are educated to the best of their potential. Providing a fabulous range of opportunities to broaden horizons and instil new interests."* **Good Schools Guide**

*"Parents love the facilities, the ridiculous choice of clubs and after-school options and the head gets a good report. Their children are happy, enjoy school life and are well prepared for life after Lambrook. There's a lot to love."* **Muddy Stilettos**

