



IT SERVICE MANAGER

CANDIDATE PACK

THE OPPORTUNITY

Wishford Education are seeking an experienced, enthusiastic, suitably qualified IT Service Manager. This is required to support the development of the Wishford group of independent schools, nurseries and camps during an exciting period of growth and expansion.

With responsibility for managing service levels and the user experience of IT across the Wishford Group, this role will take responsibility for:

- Service delivery of the user experience;
- IT training and capability development of end users;
- Management of 1st and 2nd line issues;
- Device management, including liaison with leasing partners, pupils, parents and staff;
- The planning and development of applicable projects.

This role is based at Westonbirt School, Tetbury.

WISHFORD EDUCATION

Founded in 2011, our group comprises of ten independent schools, ten day nurseries and multiple day and residential camp settings. Currently based in Wiltshire, Gloucestershire, Oxfordshire, Berkshire and Kent, we're actively expanding our provision. The group seeks to provide an excellent education to all pupils, giving every child the opportunity to shine. Standards and expectations are high, and staff and pupils are challenged and supported to give their best. This is an exciting time to be part of the Wishford team. Our entrepreneurial approach to growth and expansion is creating opportunities across the group. This is an exciting time to be in independent education, and particularly the Wishford Education group.

For more information on the Wishford Education group, please visit:
www.wishford.co.uk

If you need assistance with applying, or adjustments for the application process or interviews, please contact hr@wishford.co.uk

HOURS, SALARY & BENEFITS

Hours: 5 days a week, (40 hours). 8:00am - 5:00pm with 1 hour unpaid lunch break. Fixed term contract for 12 weeks (paternity cover) but there is potential for a permanent role in due course. Please let us know if you would be interested in a full time position when applying.

Salary: £32,000 - £34,000 depending upon experience

Benefits:

- 5% employer pension
- EV scheme with Octopus
- Cycle to work scheme and shopping discounts
- Means tested staff discount
- Free lunch if working in one of our schools
- Pro rota holiday + bank holidays pa
- Access to the group's counselling scheme
- Access to fully funded apprenticeships, up to L7
- Personal accident at work cover
- Discretionary Christmas stand down

HOW TO APPLY

All applications need to be made using Wishford's Application Form, which can be found [here](#).

You can also apply via TES - [Link here](#)

We will be arranging interviews as applications arrive, so prompt application is encouraged.

Commencement date: March 2025

Wishford Education is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, reference and medical checks and the Disclosure and Barring Service.

Wishford Education is an equal opportunities employer and welcomes applications from all backgrounds. Appointments will be made solely on merit and will be made without regard to age, disability, gender, nationality, race, colour, ethnicity, or religion.



JOB DESCRIPTION

Working within our IT team at Westonbirt School, Tetbury.

Responsible to: Group Head of IT Services

Responsible for: IT Service Team

Service Delivery and User Experience

Transformation:

Promote the development of a technology-enabled culture across the group of schools.

- Continue to develop the IT support function as an engaged and user-friendly service, supporting the needs of the group's schools.
- Support teaching and administrative users, either on site during visits, remotely or through the management of the IT helpdesk in accordance with SLAs.
- Develop a thorough understanding of the group's Management Information Systems (PASS/3SYS and iSAMS) and ensure that these assets are being used to maximum effect. Support with functionality and usability reviews as required.
- Oversee the use of existing and new systems to ensure maximum use is made of them and efficiency achieved.

Training and Capability Development:

- With other members of the IT Services Team, promote the use of Office 365 and associated functionality across the group, highlighting best practice and supporting the adoption of new applications.
- Support the Educational Technology Lead to champion Microsoft accreditation and support schools with their digital development, including user training and certification.
- Provide user support and training to ensure that all digital systems are being used effectively and consistently, where appropriate building user confidence so that a greater proportion of issues can be resolved before they reach the helpdesk.
- Liaise with the Educational Technology Lead as necessary to coordinate the delivery of end user training for key applications: Office 365, iSAMS, PASS/3SYS, CPOMS etc.

Team Management & Development:

- Help to maintain, review and periodically update the group's IT policies, procedures and systems.
- Manage, mentor and develop subordinate staff to ensure that the group's digital transformation agenda is delivered.
- Liaise with key school staff to understand and plan for their future requirements, ensuring these are integrated and resourced effectively wherever possible.

1st and 2nd Line Management:

- Test, troubleshoot and configure information systems to ensure that they operate effectively.
- Monitor and regularly report on the status of the IT Helpdesk queues, balancing resources as appropriate.
- Deal with issues that are escalated from the helpdesk, working in concert with the Network Manager to resolve issues as required.
- Device Management and Procurement:
- Maintain asset registers and undertake periodic audits and stocktakes of onsite hardware.
- Working with the Group Head of IT Services, maintain a list of approved suppliers and preferred equipment to ensure consistency and best value is achieved across the group.

Project Management:

- With the Group Head of IT Services, assess the impact of new operating systems and plan for timely and well-ordered transitions.
- Support the transition from legacy domains and systems for any new schools joining the group and support the IT integration of newly acquired schools.
- Project manage the implementation of MIS systems at any new schools joining the group.

Infrastructure, Hardware & Software:

- Liaise with the Network Manager to coordinate as required.



PERSON SPECIFICATION

The successful candidate will have the following qualities:

- Honesty and integrity
- Ambition, energy, enthusiasm and commitment
- A positive can-do attitude and willingness to be hands-on
- A strong entrepreneurial spirit
- Excellent communication skills and ability to build relationships.
- A desire to achieve the very highest standards in everything they do.
- Leadership qualities including authority and empathy to connect with and inspire colleagues.

The successful candidate will have the following skills and experience:

- A solid technical grounding, ideally with a BSc in IT, Information Systems or Computer Science (or equivalent experience).
- Two to five years' experience in IT operations and / or two years of supervisory experience.
- Experience of working in an educational environment is an advantage but isn't essential.
- Good understanding of IT infrastructure and its components.
- IT project management experience.
- Knowledge of local, wireless and wide-area networks.
- Experience in managing website hosting is desirable, but not essential.
- Knowledge of or experience of cloud architecture and SAAS, particularly Microsoft Azure/Endpoint.
- Experience of managing hosted VoIP telephony.
- An ability to work under pressure, achieving a high level of accuracy and with an eye for detail.
- Excellent time-management and task-management skills.

