

Recruitment Pack



Apprentice Digital Support Technician
December 2023



School ready; Work ready; Life ready

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Horizon Community College: Our Vision

The economic, cultural and social landscape of Barnsley is changing. Opportunities in further education, higher education and professional roles are increasing; opportunities for individuals to shape their own career pathways are growing; opportunities for individuals to challenge traditional socio-economic patterns are multiplying.

At Horizon Community College, our responsibility is to prepare students for this reality. We want young people to leave the College well qualified and with a unique skill set that will enable them to stand out from the crowd. We want young people to be in possession of a passport of qualifications and employability skills that will enable them to pursue exciting careers, attend prestigious universities, complete dynamic apprenticeships and play leading roles in regenerating this area and beyond.

Our curriculum is tailored to the needs of and meets our ambition for each individual student. This is underpinned by the College's core values which help to prepare every student for a lifetime of success. Our Curriculum and Culture ambition:

- aims to **challenge every learner, in every lesson, every day**
- develops the character and skill set of all, through the belief that we are **'Positive Role Models'**
- ensures **opportunities for all** through our personal development and Careers and Enterprise programmes.

Successful education is also about working in close partnership with our families and the community to ensure our students succeed in each School year and are prepared for the next appropriate phase of their education. We work together to empower our students to believe that anything and everything is possible.

We heavily invest in the growth and development of our entire workforce, so they are also prepared for the next phase of their careers. We promote 'one team' working hard to support each other. We are focused on continued professional development for staff at every level.

We embed a curriculum and culture that results in Equity of Opportunity, Strong Community, High Expectations, Global Readiness and Kindness so that our students are School ready; Work ready; Life ready.



Claire Huddart
Principal

We are delighted that you are applying for a role at Horizon Community College, and hope that this document will inform you about how we aim to provide the very best secondary education in Barnsley and beyond.

STRATEGIC FOCUS

VISION: School Ready; Work Ready; Life Ready

PURPOSE

- Challenging Every Learner, in Every Lesson, Every Day
- Developing Positive Role Models
- Opportunities for All

Quality of Education		Behaviour & Attitudes		Personal Development		Leadership & Management					
Intent	Implementation	Impact	Positive Attitudes	Relationships	Attendance	Identity	Engagement	Opportunity	Vision & Ethos	Safeguarding & Wellbeing	Growth & Inclusivity
<ul style="list-style-type: none"> • Enriching students' ambition and a love of learning • Equipping students with skills, knowledge and cultural capital to succeed. • Enabling access to aspirational post-16 pathways and preparing students for life. 	<ul style="list-style-type: none"> • Challenging every learner, in every lesson, every day. • Ensuring every student knows more and can do more. 	<ul style="list-style-type: none"> • All students achieving exceptionally well. • All students' work is of a consistently high quality. • All students reading at their chronological age or better. • All students successfully moving to the next stage of their education, employment or training. 	<ul style="list-style-type: none"> • Student conduct is exemplary in lessons, during unstructured time and in the local community. • Students demonstrate a consistently positive attitude to learning and they embody the College Core Values. • Positive role models are recognised and celebrated. 	<ul style="list-style-type: none"> • Students and staff have zero tolerance for bullying, harassment and child-on-child abuse. • Everyone takes appropriate action if all students feel safe. • Relationships are based on mutual respect. Restorative practice is valued by all. 	<ul style="list-style-type: none"> • Students value their learning time and this is reflected in their high attendance and punctuality. • All students, regardless of need, are supported to attend and be on time. 	<ul style="list-style-type: none"> • Students understand how they are developing physically, mentally and socially. • Students appreciate what makes them unique but also celebrate what brings them together. 	<ul style="list-style-type: none"> • Students contribute to the benefit of themselves and those around them. • Students support their local community, charities and the environment. 	<ul style="list-style-type: none"> • Students make use of the experiences Horizon has to offer them. • Students are supported to make informed choices about their future aspirations. 	<p>A culture where:</p> <ul style="list-style-type: none"> • Everyone is school ready. • Everyone is supported to work ready. • Everyone is life ready. 	<p>A culture where:</p> <ul style="list-style-type: none"> • Everyone feels safe. • Everyone feels supported. • Everyone feels valued. 	<p>A culture where:</p> <ul style="list-style-type: none"> • Everyone is considered. • Everyone is included. • Everyone is developed.
<p>Broad Curriculum</p> <p>Key Principles of Curriculum Design</p> <p>SEND Adaptations</p>	<p>Reading</p> <p>Six aspects of Teaching & Learning</p> <p>Assessment, Feedback & Response</p>	<p>Student Pride & Articulation</p> <p>Reading & Mathematical Competencies</p> <p>Outcomes & Destinations inc. SEND & pp</p>	<p>Praise & Rewards</p> <p>Clear, consistent graduated consequences</p> <p>Character in the Classroom</p>	<p>Role of the Form Tutor</p> <p>Recognise, Report, Record & Refer</p> <p>Restorative Conversations</p>	<p>SEND & Wellbeing</p> <p>Personalised Provision</p> <p>Student Engagement</p>	<p>Character Education</p> <p>Citizenship & RSHE</p> <p>Cultural Literacy & Diversity</p>	<p>Student Voice & School</p> <p>Supporting Local, National & International Causes</p> <p>Student Council & Democracy in action</p>	<p>Enrichment</p> <p>Student Ambassadors & Leadership</p> <p>Careers & Enterprise</p>	<p>Governance</p> <p>Policy & Practice</p> <p>Finance</p>	<p>Workload</p> <p>Safeguarding Practice</p> <p>Wellbeing: Staff/students</p>	<p>Staff CPD</p> <p>Communication & Engagement</p> <p>Inclusive Practice</p>

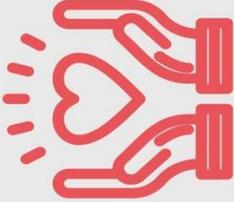
STRATEGIC GOALS

DRIVERS

BEHAVIOURS

Aspiration	Independence	Resilience	Core Values	Pride	Respect	Kindness
Having High Expectations of Yourself	Taking Responsibility For Your Learning	Character in the Classroom	Having a Growth Mindset	Taking Ownership of Your Learning	Mutual Respect and Tolerance	Individual Liberty
Democracy	The Rule of Law	British Values	Individual Liberty	Mutual Respect and Tolerance	Individual Liberty	Mutual Respect and Tolerance

Core Values

 <p>ASPIRATION</p> <p>We aim to be the very best that we can be. We are curious, ambitious and have a strong desire to achieve.</p>	 <p>PRIDE</p> <p>We are proud to be students at Horizon. We produce work of the highest quality; we have the confidence to celebrate our success; we respect our environment.</p>	 <p>INDEPENDANCE</p> <p>We take responsibility for our success. We take control of our future.</p>
 <p>RESPECT</p> <p>We treat others the way we would like to be treated. We celebrate that everyone is different, we are inclusive, and we embrace diversity.</p>	 <p>RESILIENCE</p> <p>We never give up. We face challenges with confidence and respond positively to feedback.</p>	 <p>KINDNESS</p> <p>We are thoughtful and considerate to others. We are caring, supportive, friendly and generous in all we do.</p>

Child Safeguarding Policy

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. A Disclosure and Barring Service (DBS) check will be undertaken for the successful applicant.

The College pays full regard to DfES guidance 'Safeguarding Children and Safer Recruitment in Education' Jan 2007. We ensure that all appropriate measures are applied in relation to everyone who works for Horizon who is likely to be perceived by the children as a safe and trustworthy adult including e.g. volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and an Enhanced DBS check.

Please note that it is an offence to apply for a role in a school and/or working with children if you are barred from engaging in regulated activity relevant to children.

Please note that an online search will be carried out for all preferred candidates. This includes a search on the world wide web and relevant social media sites.

Please visit: <https://horizoncc.co.uk/safeguarding/>

Vacancy Details

Role:	Apprentice Digital Support Technician
Salary:	Apprentice rate - £8,564 per annum
Hours Per Week:	37, Term time only plus 2 INSET days
Type:	2 year fixed term contract
Closing Date:	Monday 8 January 2024 at 12 noon

We are seeking to appoint an Apprentice Digital Support Technician to provide onsite support to students, staff and visitors of the college. You will work within the Digital Infrastructure Team to provide excellent ICT and related support, to ensure the continuous availability of ICT equipment.

Upon completing the apprenticeship, you will achieve a Level 3 qualification in Computing, Digital and Media.

Qualifications required are 4 GCSE's including English and Maths (Grade 9 to 4, A* to C) and a NVQ Level 2 in an appropriate subject, or evidence of working towards.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is an offence to apply for a role in a school and/or working with children if you are barred from engaging in regulated activity relevant to children. Online searches will be carried out for all preferred candidates. This includes a search on the world wide web and relevant social media sites.

Horizon Community College reserve the right to close this advert prior to the closing date above.

Job Description

SERVICE AREA: Horizon Community College	
JOB TITLE: Apprentice Digital Support Technician	
GRADE: Apprentice	
RESPONSIBLE TO: Digital Infrastructure Lead	
EMPLOYEE SUPERVISION: None	
DATE AGREED:	DATE AGREED:

Purpose of the post

To provide onsite support to students, staff, governors and visitors of the College, resolving support calls within specific timescales and working in accordance with service level agreements, as set out by the Digital Infrastructure Lead.

To work within the Digital Infrastructure Team to provide excellent ICT and related support, to ensure the continuous availability of ICT equipment.

Main duties

- Carry out technical investigations into support calls and escalate to the ICT Technical Analyst, as appropriate.
- Update the IT Service Desk system making sure that staff and governors receive feedback at all times on the progress of faults and changes to the system.
- Liaise with College staff to help gather further information in relation to specific issues and work as part of a team to resolve issues.
- Assist the Digital Infrastructure Team by exchanging faulty, broken and damaged devices using the onsite 'hot-swap' stock to ensure continued service availability.
- Provide assistance in coordinating the testing and installation of new third party software to the College 'image' in accordance with the change process for software, this will be approved by the Digital Infrastructure Lead.
- Log incidents on the IT Service Desk, when required.
- Provide asset and inventory change information when hardware/software is moved/deployed within the College to the Digital Infrastructure Lead, in order to keep records up to date.
- Escalate issues affecting your ability to meet your specific objectives to the Digital Infrastructure Lead.
- Provide an excellent support service and be fully responsive to the needs of the College, escalating any issues to the Digital Infrastructure Lead.

Support for the College

- Be aware of and comply with policies and procedures relating to child protection, safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to your line manager.
- Ensure every child is valued for who they are and that all students have equal access to opportunities to learn and develop.
- Contribute to the overall ethos, work and aims of the College.
- Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress of students.
- Attend and participate in regular meetings.

- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal.

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employee Specification

When filling in the application form, please demonstrate with clear, concise examples how you would meet the requirements of the post. You will be assessed in relation to the Essential and Minor criteria. Please bear in mind that you must possess the Essential Criteria on day 1 to be able to do the job. If there are large numbers of applications for the post then all of the criteria will be used for shortlisting. Under the Disability Discrimination Act (DDA), we recognise and welcome our responsibility to remove any barriers in our recruitment and selection process. We have tried to assess this in our Job Description and Employee Specification, however if you feel that there are barriers, please tell us in the application form. As part of the DDA, we are committed to making reasonable adjustments, wherever possible and it would help us to know your needs in order to do this.

Attributes	Criteria	How Identified (either Application Form or Interview)	Rank (Essential/Desirable)
Relevant Experience	<p>Experience of a wide variety of ICT hardware and software, including client operating systems such as Windows 10.</p> <p>Some technical or related experience in trouble shooting problems with any or all of the following:</p> <ul style="list-style-type: none"> • Windows, Apple/iOS & other similar devices • Printers • Internet and network connectivity • Wired and wireless networks • Exchange server and email solutions (including Office 365) • Basic knowledge of Active Directory • Microsoft Windows (Windows 10 moving to Windows 11) • Microsoft Office 365 	<p>Application form/interview</p> <p>Application form/interview</p>	<p>Essential</p> <p>Essential</p>
Education and Training Attainments	<p>4 GCSE's including English and Maths at Grades 9 to 4 (A* to C).</p> <p>NVQ Level 2 in an appropriate subject or evidence of working towards this qualification or equivalent.</p>	<p>Application form/interview</p> <p>Application form/interview</p>	<p>Essential</p> <p>Essential</p>

General and Special Knowledge	Knowledge of ICT systems relating to a school environment	Application form/interview	Desirable
	Knowledge of school-based systems and procedures	Application form/interview	Desirable
	Working with Office 365 and Share Point	Application form/interview	Essential
Skills and Abilities	A logical approach to problem solving and coordination of the information gathered.	Application form/interview	Essential
	Ability to work on own initiative and prioritise work to given deadlines	Application form/interview	Essential
	Ability to maintain computerised information systems	Application form/interview	Essential
	Ability to apply judgement to situations and make informed decisions.	Application form/interview	Essential
	Excellent written and verbal communication skills	Application form/interview	Essential
	Ability to respect and maintain confidentiality	Application form/interview	Essential
	Ability to work within and as part of a team	Application form/interview	Essential
	Commitment to the safeguarding and promotion of the welfare of children and young people.	Application form/interview	Essential
	Ability to maintain appropriate relationships with young people.	Application form/interview	Essential
Additional Factors	A willingness to take part in training and development opportunities as required.	Application form/interview	Essential

In compiling this, please refer to the Section 'Review Job Description and Employee Specification' in the Recruitment and Selection Code of Practice.

Employee Benefits

The college offers the following benefits to its staff in addition to competitive salaries:

- Access to Local Government or Teachers' Pension Scheme
- Excellent access to the college by public transport – direct trains to Barnsley from Leeds, Huddersfield, Sheffield, Wakefield, Meadowhall
- Proximity to the M1 and A628 – around 30 minutes commute from Leeds, Huddersfield, Sheffield, Rotherham, Doncaster
- Comprehensive staff wellbeing offer including: free breakfast; access to local authority wellbeing support; in-college HR wellbeing guidance and access to counselling; staff workload review; flu vaccinations
- A comprehensive professional development programme for teaching and support staff, including opportunities for achieving professional qualifications and supporting career progression
- Free Microsoft Office 365 and OneDrive for personal use for up to five machines/devices.

Horizon Community College is committed to ensuring and promoting the wellbeing and professional support of all staff under its care.

The Application Process

Please read the Guidance Notes for Applicants before completing an application form.

The candidates selected for interview will be informed after shortlisting and full details of the interview process will be provided.

This is an exciting and rewarding role and we look forward to receiving your application.

Should you wish to discuss the role further please contact us on 01226 704230.