Thank you for your interest in this key new role as The Hammond embarks on the next chapter in its prestigious history. The Hammond has experienced significant growth over the past few years and our new roles are designed to ensure the school and students thrive and continue to take their place as leaders in the performing arts industry. This is an exciting time to join The Hammond as it further develops the plethora of courses offered to students from preparation for GCSE studies, expert training as part of the Trinity Diploma, to the rigour of our Musical Theatre and Performance Degree in conjunction with the University of Chester. Alongside our small class sizes, excellent results and the outstanding range of opportunities on offer, we feel that our greatest strength lies in our friendly, supportive and nurturing ethos, encouraged by excellent staff and student relations and a highly supportive parent body.

The Hammond is the North West's leading provider of performing arts education and the UK's oldest vocational dance school. Hammond students are encouraged and trained to be curious, independent, resilient young people who develop leadership skills, talent and potential to compete at the highest level. The Hammond offers a full and exciting curriculum alongside outstanding vocational training for students aged 11-19; beyond this The Hammond delivers a Bachelor of Arts degree course in Musical Theatre and Performance to prepare students for the musical theatre industry at a professional level. The Hammond is a boarding and day school that prides itself on strong pastoral care; nurturing, guiding and helping every student to be the best possible version of themselves.

Here at The Hammond we are passionate about providing the best possible vocational training in dance, drama and music, alongside an enriching academic curriculum. We offer a stimulating and challenging creative environment in which we actively encourage young people to adopt lifelong learning skills that will enable them to flourish and prosper in their chosen discipline. We recognise and value achievement; alumni from The Hammond can be seen performing and teaching in companies in the West End, Broadway, national tours, as well as in schools across the globe.

Housed in the historic Hoole Bank House and surrounded by beautifully landscaped grounds, our campus comprises a Performing Arts Centre with a 420-seat theatre and state-of-the-art dance and music studios. Situated on the outskirts of Chester, The Hammond is located within an hour of Manchester and Liverpool international airports, and is two hours from London by train.

At the Hammond, young people are fully supported to explore and reach their potential, whilst recognising the importance of cooperation, tolerance and friendship.

I hope that the information provided gives you a sense of what to expect at The Hammond and helps you to decide if you are interested in being part of our exciting next chapter. Please feel free to contact me if you have any questions.

Jennifer Roscoe MA (Oxon)
Principal

INTRODUCTION

JOB TITLE: Information & Communication Technology (ICT) Technician

JOB PURPOSE

The post holder will take responsibility for information and communication technology (ICT) across the whole school including boarding houses. The ICT Technician provides appropriate proactive and innovative ICT support for the school's students, staff and visitors. The successful applicant will work across multiple teams to support the delivery of effective ICT solutions for all departments and will have budgetary responsibility for ICT expenses upon the creation of a budget for ICT.

The ICT Technician reports to the Director of Resources

SAFEGUARDING RESPONSIBILITIES

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The following duties are required of all staff:

- Adhere to child protection policies and procedures.
- Promote and safeguard the welfare of children and young persons for whom you are responsible for and come into contact with.
- Ensure full compliance with all statutory regulations, communicating concerns to the line manager and other staff of The Hammond as appropriate.

INFORMATION & COMMUNICATION TECHNOLOGY MANAGEMENT

Main Duties

Maintain the School's ICT network and systems, including the Boarding Houses

Install, operate and maintain network services, firewalls, routers, hubs, NAS, switches and other network/system devices

Provide first and second line support to staff and pupils, advising and resolving issues related to ICT

Ensure support requests are dealt with in a timely and efficient manner

Provide hardware and software support for all servers, computers and mobile devices

Assist in the management of user accounts, including resetting passwords and wireless access requests

Ensure the ICT facilities are in full working order including providing paper and toner for printers

Maintain all peripherals within the School and Boarding Houses

Install and maintain of all software on computers ensuring only fully licenced versions are used

Regularly research software which will be useful to students and staff

Provide technical support to classroom-based staff on the use of IT equipment, including whiteboards, projectors and audio systems during lessons and to assist pupils, if directed by teaching staff

Assisting in the ongoing development of ICT systems in School to enable the delivery of the electronic classroom

To work flexibly in promoting the best practice use of IT facilities at the school

Troubleshoot incidents to accurately isolate the cause and providing working solutions

Provide out of hours support for school functions and system maintenance as and when required

Set up equipment such as laptops, data projectors, interactive whiteboards, printers and other ICT equipment ensuring that the systems are ready for use and operating correctly

Review all school polices related to ICT to ensure they are accurate, up-to-date and reflect best practices in a school environment, providing recommendations for updates to the Director of Resources

Ensure school policy on staff and pupil access to data and files is implemented

Provide advice, guidance and assistance to staff and pupils on developing use of IT in school

Monitor backups of the school system are working correctly on a regular basis

Maintain an up to date inventory of ICT software and licenses in school

Ensure the safe disposal of obsolete equipment, consumable and waste materials

Manage the filtering system in accordance with school and safeguarding policies. Adjust where needed to respond to new threats and concerns

Deliver E-Safety talks to new staff and students

Create a long term plan designed to ensure the IT system keeps up with the needs of the faculty and student body and keeps in line with industry developments

Work cooperatively with the Theatre Technician in shared areas of responsibility

Provide reports to the Director of Resources as and when requested, in the format requested

Student Database (at the time of this document, this is Engage)

Set up lower school and senior reports, ensuring the system reflects the national methods of grading pupils

Export report information into a pupil tracking system in line with inspection requirements

Maintain the Engage Portal and train all staff on how to use it

Optimise the Engage Database system to further benefit school

Establish and maintain an electronic registration system.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

PERSONAL SPECIFICATION

	ESSENTIAL	DESIRABLE
Previous hands-on experience of managing a complex virtualised server environment	X	
Microsoft and/or VMware certification	X	
Experience of management of suppliers and partners and operation under detailed procurement processes	X	
Experience of managing budgets	X	
Experience of development of or contribution to ICT strategies	X	
Experience of Apple technologies within a professional environment	X	
Knowledge of managing a service or help desk with service levels; experience of working to ITIL standards	X	
Experience or accreditation in structured project management methodologies such as Prince II	X	
Knowledge of Microsoft SharePoint and experience of its implementation	X	
Good interpersonal skills to communicate effectively with a wide range of people	X	
Self-motivated and able to prioritise own workload to meet deadlines and colleagues' expectations	X	
Able to work effectively as part of a team and with other teams	X	
Flexible, with a positive attitude and a willingness to learn new skills	X	