



Downe House



CANDIDATE INFORMATION PACK – IT APPRENTICE

Message from the Headmistress

Thank you for the interest that you have shown in joining us at Downe House. I hope that this information pack will give you a good overview of the position and working at our School, but if you have any queries then please do contact us, we are more than happy to help. I would recommend that you also take a look at our website, where you will find a wealth of information about us.

Downe House is a very special place where we all work together with one common purpose of supporting our pupils to reach their full potential. There is a strong community spirit here, and all of our staff, whatever their role, play an important part in our success.

We seek to recruit the best staff at Downe House, and I could not be more proud of our committed team. We have high expectations, but in return we provide a supportive and friendly working environment, generous benefits, wide CPD opportunities and the chance to really make a difference.

I hope that you are interested in applying and we look forward to hearing from you.

With all good wishes



EMMA MCKENDRICK



About the School

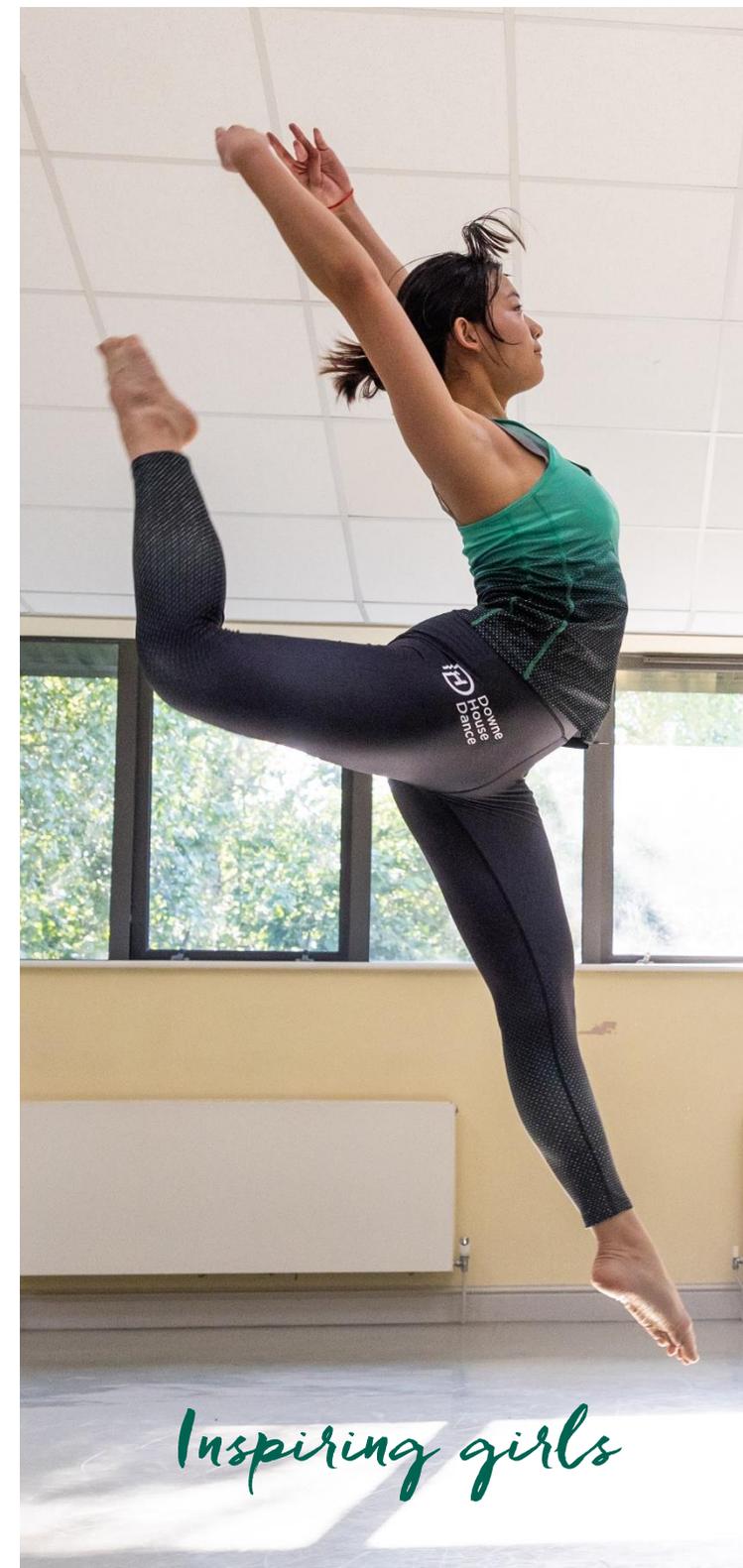
Downe House is one of the UK's leading boarding and day Schools for girls aged 11 to 18. With a charm and character of its own, the School is set on a beautiful 110-acre site in the village of Cold Ash, situated 3 miles from the market town of Newbury. The School is passionate about creating a strong learning and inspirational environment and community, where every individual matters.

Downe House was founded by Olive Willis in 1907, who held a strong belief that a school should meet the needs of young women by prizing the individual and creating a strong community. With over 550 pupils, Downe House lives out the message that "each individual matters", an ethos as strong today as it was over 100 years ago, alongside the core values of kindness and respect for others. The aim is also to prepare girls to play a full and positive role as citizens of a global community and to become outstanding women of the future.

Our immersive education gives girls the freedom and space to nurture their talents at their own pace. Inspirational teaching, enriching Co-Curricular opportunities and personalised curricula bring out the best in each girl, with holistic pastoral support. The lifelong friendships formed here create an unrivalled network of talented alumnae helping each other succeed beyond Downe House.

The School has an established reputation for academic excellence as well as outstanding pastoral care. We offer a flexible approach to suit the individual needs of our pupils and their parents, and girls have the choice of joining us as full boarders, flexi boarders or day pupils. Many of the girls are boarders and they live in one of the twelve on-site boarding houses. The emphasis is very much on creating a 'home from home' environment and each house is staffed by a committed and caring team of staff – some of whom are residential. Our ethos is to put families at the heart of our education, from creating the right balance between family time, to working closely with parents to ensure every girl gets the most out of School life.

Our international focus reflects our commitment and ambition to share our education management expertise on a global scale and to provide genuine opportunities for staff and young people all over the world. Academic staff have the opportunity to participate in a global teacher exchange program, with our partner school in Australia. Selected pupils can also attend an international School for a short term or gain global internships for work experience. We are committed to creating a diverse and global community within our founding School in Berkshire, alongside our international Schools in Oman and the Kingdom of Saudi Arabia as well as our pioneering online DH Academy.



Inspiring girls

Working for us

If you join us, you will be working for one of the leading independent Schools in the country. We have a strong reputation both in the UK and overseas, with a significant international presence as well as global links. Under the leadership of the Headmistress and Leadership Team, we believe in never standing still and encourage everyone to be innovative and to have a forward-thinking approach.

We employ over 450 staff in a wide range of positions ranging from teachers, school nurses, housekeepers, matrons, administrators, accountants, and chefs to name just a few. Whatever your role you will be joining a supportive community, and you will have an important part to play in the success of our School. We encourage everyone to get involved in the life of the School, and there will be plenty of opportunities for joining in with School events and activities, and mixing with other colleagues.

In a School setting every day is different and there is no doubt that you will be kept busy, but all our jobs are rewarding and really do make a difference. We believe in supporting and valuing our staff.

A young woman in a school uniform, consisting of a dark green blazer with a crest and a dark plaid skirt, stands in a library. She is looking at a book on a white shelf. The shelves are filled with books, and a window is visible in the background.

“The School acknowledges the importance of nurturing its staff by providing regular CPD opportunities throughout each term, in areas as diverse as neurodiversity and the integration of technology into classrooms.”

Employee benefits



ANNUAL LEAVE

25 days + Christmas shutdown + Bank Holidays



BEREAVEMENT SUPPORT

practical, probate & emotional support



COMMUNITY & SOCIAL

regular social events for staff & family



CPD

weekly opportunities for learning & development



EMPLOYEE ASSISTANCE

confidential advice & counselling service



EYE TEST

annual free eye test & contribution towards glasses for regular VDU users



FLU VACCINATIONS

annual on-site free vaccinations



EMPLOYEE REFERRAL

£300 for successful referrals to Operational roles



FREE MEALS

daily nutritious & delicious meals



FEE REMISSION

generous discounted fees



GROUP INCOME PROTECTION

75% salary



GYM

free access to on-site gym & discounts at local gyms



HEALTH & WELLBEING

a range of health benefits i.e. Virtual GP & Online Physiotherapy



LIFE INSURANCE

3 x salary



LINE MANAGER SUPPORT

in-house workshops & Aspiring Middle Leaders programme



LOCATION

well connected, within easy reach of A34 & M4



PARKING

plenty of onsite parking



PENSION

generous employer contributory schemes



SWIMMING POOL

access to heated on-site swimming pool



TECH

Microsoft showcase school using leading technologies



WORKING ENVIRONMENT

beautiful semi-rural campus on 110-acre estate

The Position

IT Apprentice

Start Date:

Immediate

Contract Type:

2 year fixed-term contract

Hours:

Full time position, 37.5 hours per week, all year.

Due to the nature of the position, the postholder will be required to work on-site. You will have 1 day per week to complete your apprenticeship studies. It typically takes 15-18 months to complete the course.

Salary:

Range £18,000 - £23,809.50 per annum, depending on apprentice age and experience

Reporting To:

IT Operations Manager

JOB PURPOSE

To be responsible for the support of information technology services within the school. The IT Apprentice will work closely with all school staff to support technical solutions and maintain the services required by the school.

The IT Apprentice will support the planning, development and execution of approved solutions and services, and will contribute to the school technology direction. Core operational functions requiring support include service desk management and escalation along with incident management, problem management, request fulfilment, access management, change management and knowledge management. This must be achieved through establishing effective working relationships with all support teams and contacts throughout the school.

DEPARTMENT OVERVIEW

The Digital Delivery and Innovation department supports over 450 staff working in a wide range of roles in the school including Academic, Boarding, Operational, Catering, Estates and the Leadership Team. We also provide technical support to approximately 560 pupils in the school.

The department plays a pivotal role in supporting the technical operation of the school and wider group activities. Responsible for managing all aspects IT service delivery and audio-visual technical production of the school, the team ensures both staff and pupils are able to use technology as effectively as possible. Key functions include operational support, applications management, infrastructure and security management, and technical delivery of audio and visual events. Across all functions of the team, customer service is at the heart of what we do.

The team works closely with other departments, pupils, parents and external stakeholders to deliver a professional and efficient service, upholding the school's commitment to excellence. With a focus on accuracy, transparency, and collaboration, the team underpins the school's ability to provide an outstanding immersive education for all students.



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Main Duties & Responsibilities

THE DOWNE HOUSE DNA

The Downe House DNA weaves the fabric that binds our community together as one. These qualities resonate within every Downe House pupil and staff member, epitomising the essence of the education we want to provide our pupils and the culture at Downe House.

- Compassion
- Collaboration
- Resilience
- Creativity
- Aspiration
- Communication
- Outward Looking
- Digital Ready

These are threads that run through everything we do whether you are a Downe House pupil or a member of staff.

As part of your role, you will be enrolled on a Level 3 ICT Apprenticeship provided by Activate Learning Colleges. The role provides a fantastic opportunity to develop practical experience whilst working towards an IT qualification.

You will receive training and support from our experienced IT team to carry out the following duties:

- Provide support for all of the school's staff and student facing desktops; laptops; tablets; smart devices; Operating Systems and applications for all classrooms, student library areas, Internet cafés and other student facing areas.
- Monitor the IT service desk in support of all school staff and students.
- Facilitate resolution of operational problems and change requests and provide appropriate training and technical support.
- Take ownership of incidents, ensuring appropriate priorities are set, required resources are engaged and regular communication is in place.
- Support root-cause troubleshooting efforts to address underlying problems and minimise recurrence.
- Monitor the support incident queue to ensure timely resolution of escalated incidents.
- Monitor the fulfilment of standard requests, ensuring the maintenance and communication of the Service Catalogue.
- Support the Change Management process, advising on the impact of requested changes.
- Update and maintain standard operating procedures, developing new procedures as required and ensure adherence.
- Support operational service updates and handover, ensuring adequacy of validation, communication to school departments, training of school and IT departments, co-ordination of updates and provision of operational support plans.
- Update the IT asset inventory for the school.
- Provide support for all IT related projects (there will be a need for out of hours working, including nights and weekends).
- Carry out other tasks as agreed.

“I benefited hugely from the coaching and mentoring that was available to me. Whilst Downe prides itself on seeking the best possible route for each student, I concur that is true of their approach to their staff as well.”



Downe House is committed to safeguarding and promoting the welfare of students and expects all staff to share this commitment and adhere to, and comply with, the School's Safeguarding and Child Protection Policy and procedures at all times. Appointed candidates will be subject to an enhanced DBS check and an online social media check.

We promote equality of opportunity and support an environment that values and promotes diversity and inclusion.

Person Specification

ESSENTIAL

- Hold a minimum 5 GCSEs (or equivalent) grade 9-4 (A*-C) to include English and Maths. This is required to enrol on the apprenticeship course.
- IT related qualification e.g. GCSE, Level 2 or previous IT related work experience.
- Knowledge of Windows desktop; Microsoft Office suite; LAN/WAN technology; and IT security.
- Analytical thinking skills - able to acquire an understanding of a problem or situation and develop an approach to interacting with the situation.
- Strategic – able to keep overall objectives and strategies in mind, and not be deflected by matters of detail.
- Able to work under pressure when required, retaining objectivity and proper understanding of a problem or situation.
- Must take initiative to ensure technical skills and specialisations are kept up to date in line with industry developments and ensure that all relevant skill sets are current.
- Able to apply relevant industry and process standards to all tasks undertaken.
- Ability to build effective relationships and communicate appropriately with all staff and pupils.
- Anticipate and understand customer expectations and ensure customer requirements are met and expectations appropriately managed.
- Contribute towards the objectives of the team, and be able to share knowledge, ideas and information with others.
- A commitment to safeguarding and promoting the welfare of all pupils.

DESIRABLE

- Experience of or trained in Service Management disciplines (e.g. ITIL). Trained in computer software and hardware support, including servers and systems.

How to apply

Application:

Download an application form from our website [Downe House Vacancies](#). It is important that all sections of the application form are completed accounting for any gaps in employment and providing full details of your education.

Return the completed Application Form, together with a covering letter and / CV if you wish, to recruitment@downehouse.net.

If you require any further information, please contact the HR Department on 01635 204712.



Inspiring girls



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www.downehouse.net

