



Apprentice - IT Support Engineer

May 2024



Dear Applicant,

I am delighted to share this recruitment pack for the post of Apprentice - IT Support Engineer at Thrive Co-operative Learning Trust.

Thrive Trust has experienced incremental growth over the past seven years. The ten schools within the trust have all elected to join Thrive because of its values and absolute commitment to partnership working, educational improvement, mutual support, respect and inclusion.

Additional information is included in this recruitment pack to help you understand more about us. I would also welcome an informal discussion with myself, and to visit us should you so wish. To make arrangements please contact Dave Kemp.

Thank you for your interest in the post of Apprentice - IT Support Engineer at the Thrive Co-operative Learning Trust. I look forward to receiving your application.



Jonathan Roe
CEO





**Welcome from
Thrive Co-operative
Learning Trust Chief
Executive Officer
(CEO), Jonathan
Roe**

On behalf of Thrive Co-operative Learning Trust, I would like to thank you for your interest in working with us.

Our mission is to *inspire pupils to thrive in life*. We work cooperatively as a multi-academy trust to enable each pupil, school, and community to reach their fullest potential, and to aspire living our co-operative values.

We hope that you would like to join us in this mission.




Our Values



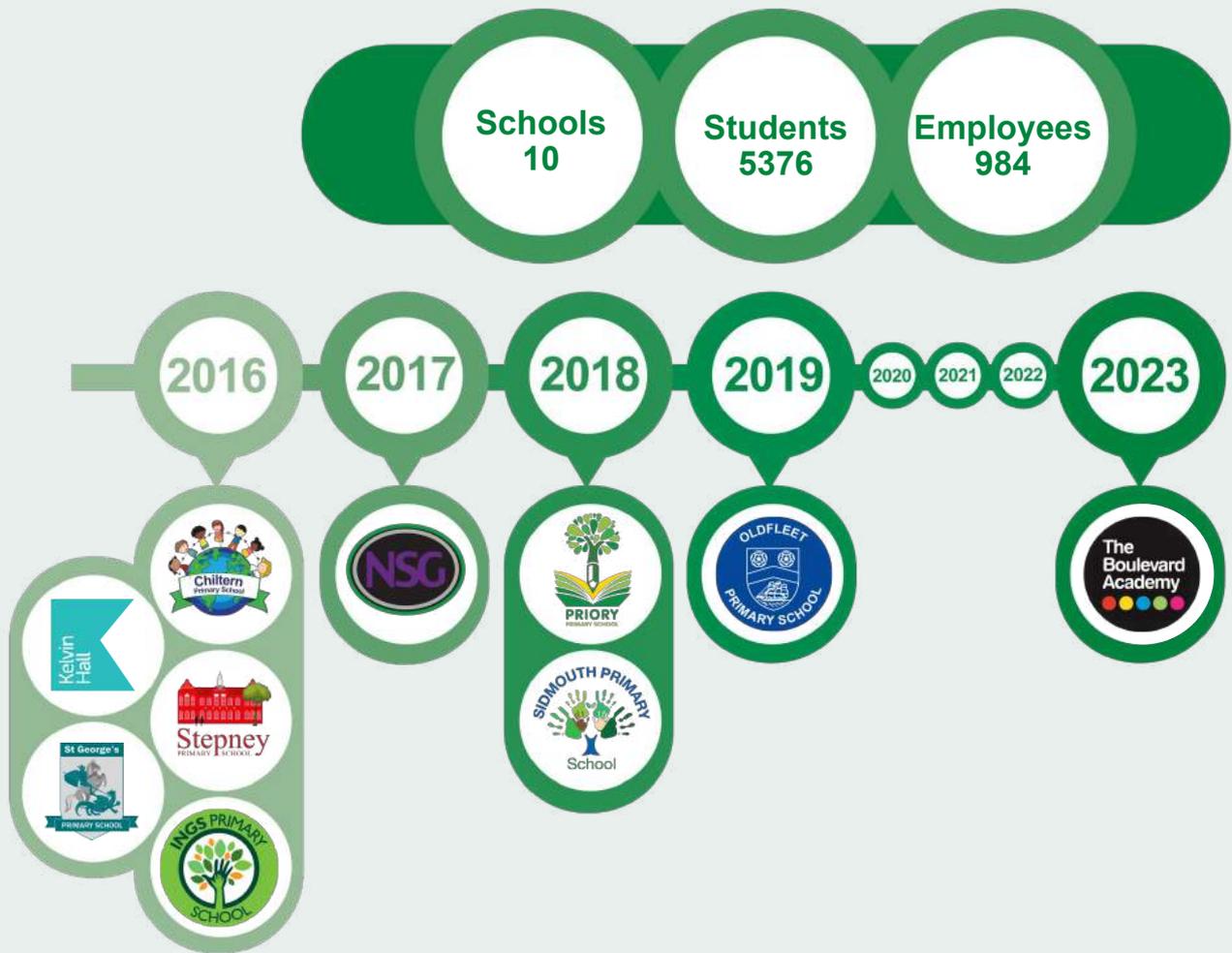
Thrive Mission Statement *Inspiring pupils to thrive in life*

Thrive Co-operative Learning Trust **understands thriving to mean learning**, and learning to mean **growing in knowledge, self-reliance and in responsibility towards others**. Achieving this will allow pupils and staff to **develop a sense of agency and co-agency**, which is the awareness that we are powerful and can affect change, that life is something to be grasped rather than something that happens, and that we have maximum impact when **we work together for the common good**. This sense of agency plays out at three scales as it affects the future of **the individual, their community (local and national), and their planet**.

View our Thrive Charter here... 



Our Journey so far...



Our Partners

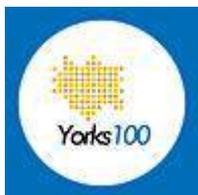
Our ongoing partnerships with the following organisations



Our partnership with the Reach Foundation is leading us to develop a 'Cradle to Career' model across our three schools in HU3 - and later across the whole of Thrive.



Our recent partnership with C3 Group has brought us closer to achieving our goal of net-zero emissions, reinforcing our pledge to create a more sustainable future for our students, staff, and the wider community.



Yorkshire 100 aims to identify 100 future school leaders and take them on a development journey of peer-led support and cutting edge national and international school development.



Coop Schools provides services and support for the network of cooperative schools, strengthening school improvement and local accountability.



Registered Office Address:

Kelvin Hall School, Bricknell Avenue, Hull, East Yorkshire HU5 4QH

Tel: (01482) 342229 | Email: jobs@thrivetrust.uk



IT Support Apprentice - Azure Cloud Support Specialist (Level 3 Apprenticeship)
Salary: £6.40 initially per hour
Hours: 37 hours per week, All Year Round
Monday - Thursday 08:00 - 16:00 & Friday 08:00 - 15:30 (30 minute unpaid break)
Fixed Term, 15 months linked to apprenticeship
Start: ASAP

The Thrive Co-operative Learning Trust is responsible for ten schools across Hull; three secondary and seven primary. A Thrive school is one that is a dynamic community of staff, pupils and their families all focussed on one thing - *inspiring pupils to thrive in life*.

Thrive Co-operative Learning Trust is seeking a motivated and enthusiastic individual to join our central IT team as an IT Support Apprentice. This is an excellent opportunity to gain valuable skills, knowledge, and experience in the IT field through a structured Level 3 Apprenticeship in IT Systems & Networking - Azure Cloud Support Specialist.

In this role, you will:

- Gain hands-on experience working alongside our central IT team.
- Learn industry-standard methodologies for supporting and troubleshooting IT systems.
- Develop expertise in Microsoft Azure cloud technologies.
- Assist with user queries and provide technical support.
- Contribute to maintaining the smooth operation of our IT infrastructure.

We are looking for someone who:

- Has a strong interest in IT and a passion for learning.
- Possesses excellent problem-solving and analytical skills.
- Demonstrates strong communication and interpersonal skills.
- Is a team player with a willingness to learn and grow.

This apprenticeship offers:

- The opportunity to earn while you learn.
- A combination of on-the-job training and virtual classroom learning.
- A nationally recognized qualification upon successful completion.
- A springboard for a rewarding career in IT support.

Closing date: Friday 24th May, 12 noon

Interview date: Monday 27th May

As part of Thrive Co-operative Learning Trust commitment to safer recruitment processes and in accordance with statutory guidance: [Keeping Children Safe in Education](#) an online search will be carried out on all shortlisted candidates.

Please note, we do not accept CVs, applications must be submitted using our application form.

Our commitment to Safeguarding: Thrive Co-operative Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Each school has a robust Safeguarding Policy and all staff receive training relevant to their role at induction and throughout their employment.

A candidate's suitability to work with children will be explored at all stages of the recruitment process. The successful applicant will, in accordance with statutory guidance, be subject to a comprehensive pre-employment checking process including receipt of a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS), a Children's Barred List check, a Section 128 Management Check if relevant, Prohibition check and overseas checks as applicable, identity check, medical clearance, proof of qualifications, satisfactory references and a check regarding their eligibility to work in the UK.

This role involves contact with children and provides regular access to children, therefore it is 'regulated activity'. As such, this post is exempt from the Rehabilitation of Offenders Act - 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Our commitment to equality and diversity: Thrive Co-operative Learning Trust recognises and celebrates the diversity of its schools and their communities. There is a shared commitment across the Trust to develop further a culture of respect, where discrimination is not tolerated, and individuals are treated equitably and fairly and feel a sense of belonging.

Please visit [Thrive Trust website](#) to view our Job Applicants Privacy Notice, which explains how we collect, store, and use personal data about individuals applying for jobs at our school.



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Job Description

Post Title	IT Support Engineer
Grade	Apprentice
Location	All Schools
Reporting to	Senior IT Engineer

Key Responsibilities

- To promote and safeguard the welfare of children and young people.
- To ensure dedicated IT areas are ready for use each day. To carry out daily checks and replace damaged hardware as required.
- To check and maintain stocks of IT consumables.
- Maintaining an accurate and complete asset register of all IT services assets and completing audits against the asset registers in line with the Trust's procedures.
- To provide IT support to staff and pupils when required. This could involve class support or responding to an IT support ticket.
- To assist in providing technical support for staff presentations including setting up equipment and recording performances.
- To proactively check and report faults for all Academy reprographics equipment including satellite photocopiers around the Academy to the relevant 3rd party.
- To support the Academy Admin team to replenish stocks of paper for all Academy photocopiers when required. To proactively check that paper stocks are also maintained.
- To manage the booking and delivery of IT related equipment.
- To create and issue new user login accounts for the Academy network and 3rd party services such as Doodle and Renaissance Learning. To perform password resets as required for all Academy users.
- To assist Senior Engineers when setting up new IT equipment or software.
- To create staff and pupil ID cards when required and set up access to the Academy Cashless Catering system.
- To escalate technical issues to a Senior Engineer when required, providing clear notes explaining the issue.
- To demonstrate an active commitment to ongoing professional development.
- To undertake any other relevant duties as may reasonably be requested by the Trust.

Safeguarding Children

Thrive Co-operative Learning trust is committed to safeguarding and promoting the welfare of our pupils and young people. Each school has a robust Safeguarding Policy and all staff will receive training relevant to their role at induction and throughout employment at the school. We expect all staff to share this commitment. All post holders are subject to a satisfactory Enhanced disclosure from the Disclosure & Barring Service (DBS) and satisfactory employment references, as well as identification and qualification checks which will be required before commencing duties.



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Responsibilities for Staff:	None
Responsibilities for Customers/Clients:	Safeguarding and promoting the welfare of children. Responsible for It Support guidance and advice to all Schools within the trust
Responsibility for Budgets/Financial Resources:	None
Responsibility for Physical Resources:	Responsible for contributing to collation of asset register data for all sites within the Academy Trust

		E	D	How Identified
Qualifications	Qualified to at least GCSE level at C or above in English and Maths or equivalent	✓		C
	NVQ 2 IT or related subject		✓	
Relevant Experience	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	✓		AF, I, R
	Experience of using a IT helpdesk	✓		
	Experience of resolving IT technical issues	✓		
	Experience of working in multi establishments with a variety of IT equipment		✓	
	Experience of Microsoft and Google applications	✓		
Skills & Abilities	Motivation to work with children and young people	✓		AF, I, R
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓		
	Ability to work part of a larger team	✓		
	Ability to provide support and advice to users on a wide variety of ICT hardware, software and related equipment.	✓		
	Ability to multitask, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential	✓		
	Ability to form and maintain appropriate professional relationships with staff and other school partners	✓		
	Must be able to explain instructions or technical difficulties in a clear manner	✓		
Training	Record of continuous and relevant training	✓		AF, I
	To be prepared to undertake relevant training as and when necessary	✓		



		E	D	How Identified
Interpersonal/ Communication Skills: Verbal Skills	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people	✓		AF, I
Disclosure & Barring Service	The successful candidate appointment will be subject to the School obtaining a satisfactory Enhanced disclosure from the Disclosure & Barring Service and Children's Barred list check	✓		DBS
	This post is exempt from the Rehabilitation of Offender Act 1974 the candidate is required to declare full details of everything on their criminal record.	✓		(after short listing)



How to apply



Informal Discussion

If you are interested in applying and would like to have an informal discussion about the role with Dave Kemp, please contact kempd@thrivetrust.uk

How to apply

All applications must be made using the Trust's application form.

Please return your completed application to people@thrivetrust.uk

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Interview Date: Monday 27th May

Follow us    [thrivetrust_UK](https://www.instagram.com/thrivetrust_UK)



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