

JOB DESCRIPTION

POST TITLE:	Manager of IT Services
RESPONSIBLE TO:	Director of Finance and Operations
RESPONSIBLE FOR:	IT Services staff
SALARY:	TBC
MAIN PURPOSE OF POST:	To provide, together with the Manager of Digital Strategy for Administrative Services and the Manager of Digital Strategy for Teaching and Learning, high quality, efficient and integrated IT services to teaching and non-teaching staff, pupils and parents. The Manager of IT Services will focus on maintaining and developing the School's ICT infrastructure, including its voice and data networks, devices and software.

MAIN DUTIES:

1. Strategic Development

- Ensure that the IT strategy supports the implementation of the whole school strategic vision.
- Participate actively in strategic discussions about technical developments and how they might be implemented in the School.
- Stay up to date with relevant industry trends to keep LEH at the forefront of digital technology for schools.
- Establish strong IT governance, ensuring that robust policies and procedures are implemented. These should create a solid foundation for IT best practice in the following areas:
 - Problem Management
 - Security Management
 - Operations Management
 - Change Management
 - Service Level Management

2. System Management and Maintenance

- Ensure the efficient deployment and continued availability at levels needed to meet the School's requirements of networks, devices and software within the School, including:
 - Server virtualisation, supporting a move to a new "vanilla" network
 - Microsoft server stack (Windows Server and associated server products e.g. Exchange Server)
 - Mobile Device Management (in particular Apple Devices)
- Ensure the effective provision and operation of all voice and digital communication systems, CCTV, BioMetric, Access Control and digital media in the School. Ensure that all networks are constantly monitored, secure, protected, resilient and backed up.
- Maintain good relationships and liaise as needed with the School's external hardware and software partners, including Capita, RM, EMC, and Synel.

- Co-ordinate preparation and deployment of new equipment on the network.
- Plan all aspects of system maintenance and rollouts.
- Ensure effective disaster recovery procedures are implemented on a continual basis in respect of the School's data and ICT services generally.
- Drafting of processes and technical documents as appropriate.

3. Procurement and Finance

- Lead the procurement of ICT hardware and essential software used throughout the School (software used only by specific departments falls outside the remit of this job description although it is expected that the Manager of IT Services will be asked to advise departments on the technical requirements and suitability of such software).
- Propose and manage the annual budget and long term capital budget for ICT hardware, software and services.
- Maintain full, up to date inventory of ICT assets, including planning for replacements on an appropriate timescale.

4. Support Teaching and Non-Teaching Staff

- Provide support and advice to Heads of Department to empower them to make best use of ICT resources allocated to them.
- Provide support and guidance to individual staff in the use of ICT equipment.

5. Line manage the IT Services Staff

- Supervise the work of team members and ensure best use is made of their time and skills.
- Ensure the team receive appropriate training to keep their skill set current.
- Oversee their personal development & annual appraisals.
- Prepare and keep current job descriptions for each staff member.

GENERAL

- Take part in appropriate training programmes provided by the School or by external organisations.
- Undertake such other duties which may be reasonably required.
- Ensure that the School meets the data protection requirements of relevant legislation in relation to systems supporting the School's administrative services.

SAFEGUARDING

- Adhere to school policy on safeguarding and updating training as required.
- Ensure the safeguarding and well-being of children and young people at the School in accordance with school policies.

PERSON SPECIFICATION

Qualifications, Experience, Knowledge and Skills	Essential	Desirable	Assessment (Application Form/ Interview/Reference)
Vocational or academic qualifications relevant to the duties of the post MCP Certified	✓		AF/I/R
Previous experience of managing an IT Department and technical support team	✓		AF/ I / R
Ability to work to budgets and use resources prudently	✓		AF/ I / R
A good understanding of Microsoft networks and Microsoft Office products	✓		AF / I / R
Basic knowledge of Active Directory and server/client/network hardware basics	✓		AF / I
Good understanding of mobile technologies and IT presentation equipment	✓		AF / I
Prior experience of working with an RM network and understanding of virtual networks (Vsphere)		✓	AF/I
Knowledge of : Exchange Servers Structured cabling and switches SIMS/FMS The running of MDM RM/Microsoft software image building	✓		AF / I
Self-motivated, with an ability to work on own initiative and as part of a team	✓		AF/ I
The ability to prioritise, work calmly under pressure and respond positively to varying workloads and deadlines	✓		AF/ I / R
Excellent oral communication skills	✓		AF / I / R
Competent organisational, planning and presentation skills	✓		I / R
An ability to relate well to staff and students and other users, with good customer service skills	✓		AF/ I / R
An understanding and commitment to adhering to school policy on safeguarding	✓		AF /I
A willingness to work additional hours if required	✓		I/R
Previous experience of managing technical support within a school environment		✓	AF/ I

MAIN TERMS OF APPOINTMENT:

Hours of Appointment

This is a full-time, permanent position, 8.30am-5.00pm, Monday to Friday, 37.5 hours week for 52 weeks a year.

Notice Period

During the 6-month probationary period, the period of notice will be two weeks on either party. After successful completion of the probationary period, the notice period will be 3 months or the statutory minimum, whichever is greater.

Probation Period

The probation period for this role is six months.

Salary

The salary for this role will be £50,069 - £55,270 per annum (negotiable dependent on experience)

Holiday Entitlement

The holiday entitlement is 25 paid working days per year plus the 8 bank holidays. Holidays would normally be taken out of term time.

Pension

Non-teaching staff may join The Lady Eleanor Holles School's Stakeholder Pension Scheme. This is a defined contribution pension scheme; provided the employee contributes 6% of gross salary, the employer will contribute a further 10%.

Other Benefits

- Teachers' Pension Scheme for teaching staff and membership of LEH Group Pension Scheme (with life assurance) for non-teaching staff
- Free lunches, tea and coffee
- Generous occupational sick pay scheme
- Health Cash Plans
- 'Care First' Employee Assistance Programme
- Occupational Health Service
- Learning and development opportunities, including financial support for postgraduate study
- Cycle to work scheme
- Free car parking on site
- Library facilities open to all
- Use of 25-metre swimming pool at specified times
- Use of School sports facilities when available.
- Staff receive free or reduced-price tickets to attend the excellent school drama and music productions
- School fee reductions for LEH; the school also has an arrangement for fee reduction at Hampton School for boys
- The school offers a rent or mortgage allowance subsidy for new permanent teaching/non-teaching staff who are at the start of their careers or relocate to the area in order to take up the post

Statutory Checks

An offer of employment is conditional on the following:

- Check of at least two references that are satisfactory to us.
- Confirmation of medical fitness. You will need to complete an online pre-employment medical questionnaire.
- Sight of your Passport or a Visa confirming your right to work in the UK, in order to comply with the Immigration, Asylum and Nationality Act, 2006 and the Immigration (Restrictions on Employment) Order, 2004.
- Sight of two other forms of I.D. e.g. driving licence, recent utility bill/bank statement showing home address (and dated within the last three months)
- Sight of the original of your marriage certificate/s or other documentation if you have changed your name.
- Sight of the originals of your qualifications (i.e. degree or other relevant qualification)
- A satisfactory enhanced DBS criminal record check.
- A check of the Barred List, and the Prohibited List (where appropriate).
- A check of your employment history (including satisfactory explanations for any gaps).
- Overseas checks (where applicable).
- Completion of Staff forms.
- Satisfactory completion of an initial 6-month probation period.

An application pack is available from the school's website [here](#).

Applications must be made on the school's own form and should be sent to personnel@lehs.org.uk.

The closing date is noon on Monday 24th February 2020.

Interviews may take place at any time.

CVs will not be considered and should not be submitted.

Lady Eleanor Holles School

Hanworth Road, Hampton, Middlesex TW12 3HF

Tel: 020 8979 1601

personnel@lehs.org.uk

Registered charity no. 1130254

Lady Eleanor Holles is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS)