



**The Rise
School**

IT Support Engineer

Recruitment Pack

Contents

Contents	1
Why be part of The Rise Team	2
Job description	4
Person Specification	7
How to apply	8

If you, or someone you know would like this publication in an email, in Braille, large print, Easy Rad transcription or audio tape, please email jobs@ambitiousaboutautism.org.uk.

Why be part of The Rise team

WE'RE DIFFERENT AND PROUD OF IT:

We proudly aim to be the 'best of both worlds' of mainstream and SEND provision – watch our video [here](#).

This looks like:

- ✓ High **ambition** and **aspiration** for all as our students to access a mainstream level curriculum. They'll achieve brilliantly as you support pupils to learn a wide range of topics and texts.
- ✓ A genuine, holistic focus on the student and their **quality of life**: academic and social progress.
- ✓ **Specialist support** with a high adult to student ratio, with adults being autism experts – we provide a lot of training on this, so having no prior SEND experience is not a barrier to employment
- ✓ Specialist **facilities**
- ✓ Lots of **trips!** Our students enjoy about 6+ trips per year including the theatre, cinema, escape rooms, museums, galleries, parks, camping etc.

WORKING TOGETHER:

91% of staff enjoy working at the school (January 2024)

97% of parents said their child is happy at this school (December 2023)

100% of parents said their child makes good progress (December 2023)

IMPACT

With the support of the staff my child is developing into a independent responsible young man.

December 2023.

December 2023

The enrichment activities at The 6th form enhance my childs quality of life and support him with employability skills needed for the future.

December 2023

The Rise has helped my son realize his true potential and enspire him

My child is growing in confidence and I am excite for his future and this is due the support he recieves at The Rise.

December 2023

WORKLOAD and WELLBEING

- Maximum class size is 10
- 2 or 3 TLAs to a class
- Onsite wellbeing each Friday for staff
- Opportunity for progression including into teaching, mental health first aid and behaviour support
- Small school where staff are eager to support one another and work together
- Access to the employee assistance programme
- A job where you feel you make a positive change to young people's futures
- Approachable Senior and Wider Leadership team – open to flexible working requests.

A 'SAY YES' APPROACH TO CPD

- Great speakers which have included Ross Morrison McGill, Tom Sherrington, Jane Evans, Be Happy Project and Jaz Ampaw-Farr
- Well-stocked staff library, always open to suggestions
- Support for training in areas of interest in SEND, Education and behaviour
- Sustained CPD opportunities such as PBS Coaching, Mental Health First Aid, Be Happy Coaching
- Support for masters and other accredited CPD options including Level 5 diplomas.

LOCATION and FACILITIES

- We moved into our school in 2016 and have a softplay area, sensory room and well-equipped gym.



- There is parking onsite and we are a 20 minute train journey from Clapham Junction.
- The gym is well-used by staff members:



PENSION & PERKS

- Local Government Pension Scheme contributions.
- [Perkbox membership](#) including discounted gym membership, coffee, cinema tickets.
- [Cycle to Work](#) and season ticket loans
- [Health Cash Plan](#) to claim back costs a wide range of medical costs including dentistry, physio, chiropractors, optical care.

Job description

Job title	IT Support Engineer	Team	School Business Support Team
Job band	AaAST General Pay Scale Band 4 Point 55 – 61 £33,113 – £36,562	Reporting to	School IT Support & Systems Manager / Head of IT
Hours	37.5 hours per week All year round (30 days annual leave)	Line manages	N/A

Approved by:

Updated: October 2024

Role Purpose:

To analyse and resolve desktop, hardware and software issues including presentation equipment and mobile devices, in a timely and comprehensive fashion for school staff as well as pupils and young adults with autism. To work with both internal and external stakeholders, to participate in the installation, developing, monitoring, maintenance, support, and optimisation of all network hardware, software and infrastructure. To work with internal and external stakeholders to investigate and develop new technologies for school staff as well as pupils and young adults with autism

Key Accountabilities & Dimensions:

- Provide dedicated first line IT support to users across the organisation both in person, online and on the telephone as required.
- Respond quickly (and in line with agreed response times) to requests, re-directing, logging or dealing with matters appropriately.
- Install, test and maintain desktop, laptops, mobile devices, audio-visual equipment and other IT and infrastructure related devices as necessary.
- Administer network monitoring and reporting tools.
- Administer the network security applications such as the firewall, web filter and anti-virus packages.
- Resolve staff queries relating to Microsoft Office 365, Microsoft Office applications, internet and connectivity to other Ambitious about Autism/Ambitious about Autism Schools Trust (AaA/AaAST) applications such as SIMs and escalate if support required.
- Work with the AaA Office 365 Manager in maintaining and developing all aspects of Office 365 data management and security.
- Work on IT Projects as required.
- Assist the AaA Head of IT in maintaining and testing the Business Continuity Plan from an IT and network infrastructure perspective.
- Provide local and remote support desk services to record, maintain, prioritise and resolve all requests for assistance and escalate as required.
- Manage user network credentials, access permissions and password change requests.
- Run training sessions for staff including induction, compliance with policies and procedures, and provide ad-hoc training to users as required both on a one-to-one

basis and in groups.

- Ensure compliance with data protection (GDPR) and other AaA/AaAST security and IT policies.
- Maintain IT policies and procedures and develop toolkits for staff.
- Manage hardware and software upgrades for new and existing equipment.
- Manage installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.
- Maintain asset and change management records, including software licenses, and technical specifications information.
- Maintain the school website and social media presence.
- Procure IT equipment (including pupil communication devices) and services in line with AaA/AaAST policies and procedures, ensuring value for money is obtained and that purchases are within budget.
- Carry out any other reasonable duties that are consistent with the skills, abilities and position of this role

Safeguarding and Safety Responsibilities:

- Ensure safe working practices and adherence to AaA /AaAST Safeguarding, Health and Safety, and GDPR policies and procedures, as well as AaA/AaAST policies and procedures generally.

Training and Development

- The jobholder is required to contribute to and support the overall aims and ethos of the school.
- All staff are required to participate in training and other learning activities, and in performance management and development, as required by the school's policies and practice.

Additional Duties:

- Demonstrate a continual commitment to safeguarding and promoting the welfare of children and young people
- To uphold Ambitious about Autism policies to protect and safeguard pupils in order to secure their health, safety and wellbeing
- Demonstrate a continual commitment to the promotion of diversity initiatives and the sharing of best practice in line with Ambitious about Autisms Equality, Diversity and Inclusion policy and procedures
 1. Ensure the highest degree of confidentiality and data protection of all materials
 2. Demonstrate the vision and values of Ambitious about Autism in everyday work and practice, upholding the ethos of challenge and support where all pupils/learners can reach their full potential and maximise their engagement in learning
 3. Ensure all aspects of compliance related to this role are undertaken

This job description is not exhaustive and reflects the type and range of tasks responsibilities and outcomes associated with the role. The post holder will be expected to also complete any tasks, as requested by the Head of School.

Key Locations

This role will be primarily based at the Ambitious about Autism Schools Trust campus at The Rise School, Feltham, however the role is shared across the Trust schools, travel between sites will be required.

The role will occasionally be required to attend meetings or provide additional resource across other Ambitious about Autism sites.

This job description is not exhaustive and reflects the type and range of tasks responsibilities and outcomes associated with the role. The post holder will be expected to also complete any tasks, as requested by the Head of School.

Person Specification

Role and band competencies	Essential
Specific Knowledge, Experience & Technical skills	
1. Educated at a Vocational level, minimum of a Level 3 IT qualification	X
2. Previous experience working for an IT helpdesk providing a quality IT Support service to multiple stakeholders.	X
3. Experience of analysing complex problems and finding solutions to technical issues with both hardware and software.	X
4. Strong, hands-on technical knowledge and experience with: <ul style="list-style-type: none"> • Operating systems and applications, including Microsoft Windows 10, Microsoft Word, Excel, PowerPoint, OneNote • Windows networking and Windows server administration • Microsoft Office 365 Administration level 	X
5. Knowledge skills and experience to carry out DSE Assessments for workers both in the office and remotely.	X
6. Experience of training users in IT systems and applications, and on-boarding into ways of working	X
7. Ambitious about Autism is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment	X
	X
Personal Attributes	
8. Positive, “can do” attitude and able to persevere with problems and challenges. Positive, collaborative approach to your work and problem solving.	X
9. Understanding of and willingness to work in an education environment with young people with autism.	X
10. Flexible and available to work on occasions outside of normal working hours (e.g. at weekends when critical or emergency works needs to be carried out)	X
11. Excellent communication skills, both oral and written, with excellent interpersonal skills relevant to audience.	X
12. Highly self-motivated, with keen attention to detail.	X
13. Sound organisational and planning skills. Able to manage your own workload and ensure that key tasks are completed on time and to the satisfaction of staff and pupils, and knowing when to refer issues upwards	X
14. A flexible and calm approach and to be able to adapt and respond to changing circumstances. This includes the ability to juggle a variety of tasks and support others when necessary.	X
15. Physically fit in order to carry moderately heavy objects such as computers and peripherals	x
16. A desire to investigate, learn and recommend new technologies to aid the growth and development of the business	x
17. Share Ambitious about Autism’s commitment to making education accessible and possible for children and young people with autism	x

How to apply

Stage	Timescale
Closing date for applications	31 st January at 10am
Candidates informed of outcome of application	31 st January 2025
Interviews	5 th February 2025

If you would like to find out more about this exciting opportunity, need any further information or wish to have an informal discussion please contact **Ben Lowe** Recruitment Manager – blowe@ambitiousaboutautism.org.uk

Equal opportunities monitoring

Ambitious about Autism is fully committed to equality of opportunity and diversity and we warmly welcome applications from all suitably-qualified candidates. We welcome applications regardless of race, colour, nationality, ethnic or national origins, religion or belief, sex, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, disability, or age. All applications will be considered solely on merit.

Ambitious about Autism is committed to safeguarding and promoting the welfare of children and young people and successful candidates will be subject to an Enhanced DBS check.



Contact us

The Rise School
Browells Lane, Feltham
Middlesex TW13 7EF

☎ 020 8099 0640

✉ info@theriseschool.com

🌐 theriseschool.com

Follow us

🐦 [@riseschoolUK](https://twitter.com/riseschoolUK)

📷 [theriseschoolartsdepartment](https://www.instagram.com/theriseschoolartsdepartment)

Ambitious about Autism is the national charity standing with autistic children and young people.

We believe every autistic child and young person has the right to be themselves and realise their ambitions.

We started as one school and have become a movement for change. We champion rights, campaign for change and create opportunities.



Ambitious about Autism Schools Trust is an exempt charity in England and Wales and a registered company: 08335297.

How to find us

We are located on the same site as Spring West Academy.

Public transport

Tube – Hatton Cross, then either 285 or 490 bus to Browells Lane and five-minute walk. 90 bus to Feltham – Leisure West and eight-minute walk

Bus – 285 from Kingston or Heathrow to Browells Lane, 90 from Northolt to Feltham Leisure West, 490 from Richmond or Hatton Cross to Browells Lane, 117 from West Middlesex University Hospital or Staines to Feltham Station, and 235 from Brentford or Sunbury to Feltham Station

Train – 10-minute walk from Feltham station

Travelling by car

We have on-site parking, but this needs to be booked prior to visiting.

