



ACCORD MULTI ACADEMY TRUST

RECRUITMENT PACK



DEAR APPLICANT

Thank you for your interest in this very important post at Accord Multi Academy Trust. We hope that the information contained within this pack provides sufficient information and helps you to decide if you have the right qualities, skills and experience to apply for the position.

Accord Multi Academy Trust is an educational charity established in September 2016. The founding members of the Trust were Horbury Academy and Ossett Academy & Accord Sixth Form College, joined in December 2016 by Horbury Primary Academy and Middlestown Primary Academy. Our fifth member, South Ossett Infants Academy, joined us in 2024.

The overarching vision for the Trust is to work in one 'Accord – celebrating the differences of each academy through strong collaboration in order to inspire all members of our learning community to be the best that they can be.' Our vision is underpinned by the highest expectations of what every child can achieve regardless of their context or starting point.

This is an exciting time in our development as we continue to work tirelessly to provide world class education for young people within our community. In our infancy, the Trust secured a strong foundation on which to build, consolidating the important structures necessary for growth, development, innovation and sustained improvement. These foundations have been underpinned by strong collaboration between all leaders across each of our academies, and this has been instrumental in allowing us to meet the many challenges in education in a coherent, co-ordinated and effective way.

Working together as a team has clearly made us stronger, and the support and challenge of each other has enriched our individual academies and the Trust as a whole.

As a Trust we are fully committed to investing in our staff, and as an employee you will have access to high quality professional development and an employee benefit package that includes a range of wellbeing support in addition to cash saving and salary sacrifice schemes.

It is a real privilege to work alongside such a talented body of professionals working tirelessly to provide the best opportunities for young people across the Trust, and if you feel that you have the vision, drive and energy to support and contribute to the Trust's further development, then we would like to hear from you.

Yours sincerely,



Alan Warboys
Chief Executive Officer

ABOUT THE TRUST

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The overarching vision for the Trust is to work in one

'Accord – celebrating the differences of each academy through strong collaboration in order to inspire all members of our learning community to be the best that they can be.'

Our academies work on the following key principles:



Ambitious for our young people and staff;



Creating a positive climate and an ethos for learning and success;



Collaborative to secure the best possible learning experiences for young people and staff;



Opening doors for parents, carers and the community and being fully inclusive;



Resilient in order to develop in young people and staff a mindset for success;



Dynamic and reflective learning communities.

Our vision and key principles are underpinned by the highest expectations on what every child can achieve regardless of their context or starting point.

Having consolidated our position as a multi academy trust, we are now at a point where we are looking to build on our existing central structures to sustain our improvement to date, but also to ensure that we have the strong educational capacity necessary to welcome more academies to join the Trust. This particular post is therefore a very important feature of our planned growth and development and aspiration to provide a world class education for all young people within our community.



WHY WORK AT ACCORD MAT?

Accord Multi Academy Trust is based in Wakefield; all five academies in the Trust are closely located to one another which lends itself to many opportunities to work closely and collaboratively. All academies are within a three-mile radius of one another and can be found a short drive off junction 40 of the M1.

At Accord we are committed to providing world class education for all young people within our community and as such we recognise the pivotal role that our staff play in this respect.

The Trust places at the heart of its development a commitment to high quality professional development for all staff who join the Trust. We understand that by investing in our staff we will create an organisation with a shared vision and values that will transform education for young people.

The Trust is strongly committed to fostering a positive and healthy working environment with wellbeing and workload management at the forefront of all decision making.

Across the Trust there are a number of opportunities for staff to come together outside of their normal working day in a social or other activity capacity. The Trust and individual academies organise regular staff social events, craft workshops, and sporting groups, which currently include a running club and weekly staff football matches.



Accord *
Sixth Form
College

As a Trust we are committed to providing a suite of benefits for employees, as part of our People Pledge and Accord Rewards scheme.

Exclusive for all colleagues across the Trust, our Accord Rewards initiative grants access to Reward Gateway and its SmartSpending App, allowing for instant savings on everyday high street brands, including supermarkets.

Other Reward Gateway benefits include:

- Cashback Schemes
- Employee Assistance Programmes
- Salary Sacrifice Schemes (eligibility restrictions may apply)
- Healthcare Cash Plans
- Wellbeing Centre

In addition to this, employees are also automatically entitled to a comprehensive range of nationally agreed terms and conditions in relation to pay and conditions for teaching and associate staff. All employees have the opportunity to access a pension scheme.

Furthermore, we actively promote a collaborative culture amongst colleagues, which affords the opportunity for sharing best practice and enhancing pre-existing strategies.

More information about working for Accord Multi Academy Trust can be found [here](#).



Employee Engagement Platform—Accord Rewards

We partner with Reward Gateway, who provide our employees with a central employee engagement app with access to a range of retailer discounts, a cashback scheme, 24/7 access to support, salary schemes and healthcare cash plans.



Accord Multi Academy Trust Benefits

Our own in-house rewards offer encompasses a whole host of essential, everyday options, to support with day-to-day life.

From an eye care scheme to free flu vaccinations and gym discounts to professional learning and development sessions, we aim to underpin multiple facets of our staff's lives.



Accord Multi Academy Trust Contractual Benefits

Incorporated within our employees' terms and conditions are benefits such as pay progression, alignment with the local living wage and generous annual leave and pay in times of absence due to illness or maternity.



Other Discounts & Benefits

Besides all the above perks, staff can also make use of several further benefits, whether that be in relation to mobile phones with O2 or further discounts courtesy of, for example, Blue Light Card and Discounts for Teachers.



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“Joining Accord Multi Academy Trust has allowed me to follow my passion for education in a truly meaningful way. I started as a Computer Science teacher at Ossett Academy and took full advantage of the opportunities available to transition into the role of SENCo. The academy’s commitment to professional development and access to various qualifications has been pivotal in my personal and professional growth, enabling me to make a wider impact on both our pupils and the school community.”

Thom
SENCo

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“Working for Accord provides opportunities to work closely with the wider Trust to develop your skills and knowledge and build positive working relationships. I was a School Business Manager at Middlestown Primary Academy when the school joined the Trust in 2016; the support and development opportunities available to me since then have enabled me to progress to a managerial role in the central team alongside completing professional qualifications.”

Jules
Finance Manager



WHAT MAKES US A GREAT EMPLOYER?

- We have designated Central Team offices located close to Junction 40, Wakefield.
- We have additional Central Team offices based at both of our secondary academies, allowing staff to be flexible in terms of working across sites.
- The Central Teams consist of Operations, Finance, HR and ICT, who work in close partnership to ensure the smooth running of our academies.
- We have five local academy sites shrouded in local history, with school buildings dating back to 1850, including two of the oldest schools in Ossett.
- Our Trust promotes a one-Trust culture, in which our colleagues work as part of a wider team which spans all our academies.
- As a Trust we provide extensive opportunities and resources for career development, and encourage colleagues to take responsibility in leading their own progression.
- We encourage Central Team staff to build and maintain relationships across sites and with other local academies to develop their own and the organisation's expertise and provision.
- We prioritise a positive working culture through clear policies and procedures, and provide support for all colleagues in all roles to adhere to these and be the best possible role models that they can be.
- To support the achievement of success, Accord is a flexible and understanding employer and we seek to recognise the achievements and successes of all employees.



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“10 years ago I joined Ossett Academy as a Business Administration Apprentice. Upon completion of the course, I was given the opportunity to move into the HR Team and complete various HR-related qualifications. In 2019 I moved over to the Accord Central Team and now provide HR support across the Trust. Thank you will never be enough for the opportunities and support that have been given over the years.”

Jessica
HR Advisor



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"Since joining Ossett Academy several years ago I have had the opportunity to work alongside a range of amazing teachers and fantastic PE team. All the staff I have worked closely alongside have been very supportive and motivated to achieve the highest outcomes for pupils which fits in with my ethos. More recently I have moved to be part of the Accord Sixth Form College team, and I have thoroughly enjoyed being given the opportunity to lead on the Football Academy which has grown every year since we started."

Tom
Teacher of PE and Football Academy
Lead

ADVERT

LEAD ICT SUPPORT TECHNICIAN

Scale 5, £27,711 to £30,060 actual salary

37 Hours Per Week, Full Year

Permanent

Start Date As Soon As Possible

Accord Multi Academy Trust are seeking to appoint an outstanding Lead ICT Support Technician to provide an efficient and effective first response ICT support service to staff, students and visitors of the Accord Multi Academy Trust across all academies.

You will be required to support the ICT team in provision of an efficient first response ICT support service as well as ensure that all the ICT technicians are following industry best practice and internal standard operating procedures when carrying out tasks.

The successful candidate will ideally have experience of working in a multi-site, customer facing ICT Support role with the ability to lead basic IT hardware deployment projects.

The position is on a full-time basis working Monday to Thursday 8.00am to 4.00pm and Friday 8.00am to 3.30pm, with a half an hour unpaid lunch break per day.

At Accord MAT we strive to create an environment where pupils enjoy learning and are given opportunity to stretch themselves both academically and also through a wide range of other extra-curricular activities. Our success is founded on traditional values set in a warm friendly environment.

We are confident that new staff joining our Trust will feel welcomed and happy to have chosen us. Prospective applicants are welcome to visit prior to applying.

As a Trust, we have developed an extensive range of employee benefits and we also encourage prospective candidates to look at our website for further information regarding our 'People Pledge' and our recently launched Employee Benefit package Working For Our Trust - Accord (accordmat.org).

Here are a few examples of employee benefits that focus on our employees Financial, Physical and Mental Wellbeing:

- Membership to either the Teachers' Pension Scheme or the Local Government Pension Scheme
- 26 days annual leave per annum plus bank holidays, increasing to 31 days plus bank holidays after 5 years' service
- Technology scheme via SmartTech*
- Access to an extensive discounts platform via Accord Rewards
- Access to an industry leading Employee Assistance Programme
- 24/7 access to an online GP or Advanced Nurse Practitioner through Healthcare Cash Plans
- Cycle to Work Scheme*
- Free annual flu jab
- Free, on-site parking at every site
- Trained Mental Health First Aiders in all our settings



The Accord Multi Academy Trust was established in September 2016 and is currently made up of five academies who were the founding members of the Trust. The Trust is committed to providing world class education for all our young people within our community and as such we recognise the pivotal role that our staff team have in this respect. The Trust places at the heart of its development a commitment to high quality professional development for all staff who join the Trust. We understand that by investing in our staff we will create an organisation with a shared vision and values that will transform education for young people.

Prospective applicants are welcome to visit prior to applying. We offer a supportive work environment with a dedicated and approachable central operational team and an educational strategy group who will work with you in order for you to reach your career goals and aspirations.

For an informal discussion about this position please contact hr@accordmat.org or call on 01924 921213 / 01924 282748.

Closing Date: Friday 07 March 2025 at 9:00am

Interviews likely to be held: week commencing 10 March 2025

Application forms are available from <https://accordmat.org/join-our-team/vacancies/>

Based on the quality and quantity of applications received, Accord Multi Academy Trust reserves the right to interview sooner than the specified dates above. Applicants will be notified of this where possible. Therefore, early applications are encouraged.

We are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains high quality colleagues from all backgrounds and across all job roles at the Trust. We welcome and encourage applications from, but not limited to Black, Asian, other ethnic minority groups, individuals who identify as LGBT+; and/or are registered with a disability. Candidates will always be shortlisted based on the content of application against the job description and essential criteria without access to the personal details information.

The Accord Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post is subject to an Enhanced DBS check

Job Title:	LEAD ICT SUPPORT TECHNICIAN	Grade:	SCALE 5
Location:	ACCORD MULTI ACADEMY TRUST	Accountable to:	Trust ICT Support Manager
Contract:	37 HOURS PER WEEK, ALL YEAR ROUND MONDAY TO THURSDAY, 8.00 – 4.00, FRIDAY 8.00 – 3.30	Responsible for:	N/A

Overall Purpose of the Job:

- To provide an efficient and effective first response ICT support service to staff, students and visitors of the Accord Multi Academy Trust across all academies.
- To provide knowledge and experience within the ICT Support Service to support staff and students.
- To support the continuous improvement of the Trust's ICT facilities and services.
- To apply high standards of customer service in a polite and timely manner at all times.
- To uphold and promote the Trust's child protection and safeguarding policies and procedures, and ensure they are adhered to by all staff.
- To promote the safety and wellbeing of all students.

Key Areas of Responsibility:

- Support the ICT team in provision of an efficient first response ICT support service.
- Support the ICT team in ensuring continuous improvement of the Trust's ICT facilities and services.
- Support the ICT technicians with non-standard ICT issues, requests and projects
- Ensure that ICT technicians are following industry best practice and internal standard operating procedures when carrying out tasks
- Own the first response to all ICT support requests ensuring that the first response is within acceptable timeframes and of acceptable quality.
- Arrange third party supplier visits in order for warranty repairs to be carried out on ICT equipment, ensuring the relevant Academy Business Operations Manager is informed of any visitors attending the premises.
- Prioritise standard tickets by impact and severity.
- Escalate requests or issues to senior colleague and/or line manager in a timely manner when a support request needs support from senior colleagues.
- Administer and set up staff and student user accounts.
- Restore staff and student work from backups as and when required.
- Undertake diagnosis and resolution of predominantly Microsoft and Apple operating systems and associated software.
- Undertake installation of software and IT/AV hardware as directed by senior colleague and/or line manager.
- Lead in the planning and deployment of end user device roll out projects, ensuring ICT Technicians have clear technical instructions through standard operating procedures and/or project plans.
- Setup deployments and perform software imaging of end user devices using SCCM and/or Microsoft Intune.
- Maintain accurate records of hardware and software assets, ensuring that the asset lifecycle is tracked from introduction to disposal.
- Ensure that consumable stocks are adequate and place orders where required to ensure service continuity.
- Complete scheduled maintenance and tasks as directed by senior colleagues and/or line manager.
- Work to project plans independently and as part of a team, working across the Accord Multi Academy Trust.
- Provide a first response ICT support to Academies within the Accord Multi Academy Trust as and when required and as directed by line manager.

General Responsibilities

- To undertake such other duties and responsibilities of an equivalent nature, as may be determined by line manager from time to time, in consultation with the post-holder.
- The post-holder's duties must, at all times, be carried out in accordance with the Trust's Equal Opportunities Policy and other policies designed to protect employees or students from harassment.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work.
- The duties and responsibilities highlighted in this Job Description are indicative and may vary over time in consultation with the jobholder.
- Accord Multi Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
- Commitment to continuous professional development and willingness to undertake required training and development opportunities to enhance role.
- To maintain confidentiality in all dealings with staff and students, safeguarding personal data where appropriate and preventing disclosure of confidential or sensitive information
- Ability to work flexibly during busy periods in order to maintain quality and responsiveness of the ICT support service.
- Willingness to develop skills and perform independent research to resolve problems.

The duties and responsibilities highlighted in this job specification are indicative and may vary over time. Postholders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Requirements for the Job/Evidence

The following section is the requirements for the job and lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements. Please note A = Application Form I = Interview/assessment process

Competency	Essential	*How Assessed	Desirable	How Assessed
Qualifications:	Educated to GCSE Grade C or above in English and Mathematics (or equivalent)	A/I	ICT support related qualification or certification (e.g. A Level Computing, CompTIA, MCP etc) Full UK Driving License	A/I
Experience:	Considerable experience of working in an ICT support role. Experience of working as part of a team Experience of responding to and solving customer requests. Experience of working in a multi-site, customer facing ICT Support role. Experience in leading basic IT hardware deployment projects.	A/I	Experience in an ICT Support role in an educational environment Demonstrable experience of hardware fault finding and troubleshooting within a professional working environment	A/I
Knowledge and Statutory Requirements	Microsoft Windows desktop OS administration Software imaging of desktop devices using Microsoft SCCM or Microsoft Intune User administration using Active Directory and/or Microsoft 365 Working with an online ticketing system Restoring files using backup software Local Area Network fault finding, patching and troubleshooting. Knowledge of Network VLANs. Knowledge of WAN connectivity and internet connectivity. Awareness of the Data Protection Act and the need for confidentiality within the workplace Sound knowledge of Microsoft Office software – Excel, Word and Outlook Ability to undertake advanced hardware fault finding and troubleshooting Ability to undertake network printer fault diagnosis and consumable replacements Ability to undertake audio visual equipment setup, fault finding and fixing	A/I	Knowledge of Apple MacOS and iOS operating systems in a managed environment. Restoring files specifically using Veeam or Microsoft Shadow Copies (previous versions) Knowledge and experience of education software systems Knowledge of one or more of the following Microsoft services: PowerApps, Forms, Power Automate, SharePoint Online.	A/I
Planning, Organisation and	Good organisational and time management skills	A/I		

Mental Challenge:	Ability to apply concentration on a number of tasks in a busy and often demanding environment			
Interpersonal & Communication:	Excellent communication skills and ability to liaise with colleagues at various levels within the Academy	A/I		
Physical Skills and Demands:	Ability to use a keyboard with precision	A/I		
Initiative & Independence	Ability to work with minimum supervision and on own initiative	A/I		
Emotional Challenge and Resilience:	The jobholder may be required to apply resilience when dealing with emotions/challenges from students and/or staff on a regular basis	A/I		
Philosophy and Commitment	<p>An interest in educational issues</p> <p>A belief that everyone can benefit from, and has entitlement to, high quality educational opportunities</p> <p>A personal commitment to lifelong learning and continuous professional development</p> <p>Commitment to high standards, best value and continuous improvement</p> <p>Commitment to inclusion so all students have access to a full Academy life</p>	A/I		
Personal qualities:	<p>Ability to be reflective and apply learning</p> <p>Proactive and self-motivated</p> <p>Flexibility, creativity and ability to think laterally</p> <p>Resolution and problem solving</p>	I		

Responsibilities

Responsibility for People

No direct line management of others.

Finance

No direct responsibility for budgets.

Physical Resources

Undertake maintenance and diagnostic testing as required on Trust and academy ICT suite, equipment and resources.

Effective use of resources as determined by line manager.

Responsibility for maintaining accurate information and records in relation to ICT systems and resources as applicable to the role and as requested by line manager.

Working Conditions:

This post is Monday to Friday, 8.00 – 4.00, Friday 8.00 – 3.30 with a 30-minute unpaid lunch break per day.

Main Contacts:

ICT colleagues across the Trust, staff, leaders and manager, students, parents, governors as may be required during the course of undertaking job role. The job holder will also liaise with external agencies e.g. software engineers and maintenance contractors.

Characteristics of the post:

Flexibility to work outside of normal hours when required, to suit the needs of the Trust, and as agreed with the line manager from time to time.

Mainly office based. The post holder will be required to demonstrate flexibility to commute between academies within the Accord Multi Academy Trust sometimes at short notice, to provide ICT support as and when required. Therefore a driving licence and access to transport would be required.

The nature of the role will involve periodic requirements for working in confined spaces and/or lifting and carrying of equipment of moderate weight in relation to role.

Due to the nature of the role and requirements to undertake programmes of work during Academy holiday periods, 50% of annual leave must be taken in term time and 50% in Academy holiday periods.

The employment checks required of this post are:

- Evidence of entitlement to work in the UK
- Evidence of Full UK Driving License is desirable
- Evidence of essential qualifications
- Two satisfactory references
- Evidence of a satisfactory safeguarding check e.g. an Enhanced DBS Disclosure
- Confirmation of medical fitness for employment as required

Date Completed: January 2025

Signature of Jobholder: **Date:**

This is a description of the job as it exists at present; all Accord Multi Academy Trust Job Specifications are reviewed and are liable to variation as determined by the CEO in consultation with the post-holder in order to reflect future developments, roles and organisational change.



Accord 
Sixth Form
College

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