

RECRUITMENT PACK

Deputy Trust Network Manager



Consilium
Academies
Enriching Lives, Inspiring Ambitions

Welcome from the CEO

Dear Candidate,

At Consilium, we believe in enriching lives and inspiring ambitions through:

Partnerships

- Opportunity
- Integrity
- Excellence
- Equity
- Being people-centred

We believe in the unique value of each individual – whether that be staff or student – and are dedicated to ensuring each member of our Trust achieves their full potential. As a result of this, we work collaboratively with our stakeholders and external organisations to foster relationships that will enhance opportunities for all our members across the Trust.

At Consilium we're people centred, and want everyone in our Trust, whether teaching or support staff to have access to exceptional professional development. that's why we created our Centre for Professional Learning, which is available for every single colleague across the Trust. here, our colleagues have access to bespoke training opportunities and resources tailored specifically for their needs.

We believe every student, no matter their background, is entitled to an excellent education with an equal opportunity to fulfil their potential. It is only through this vision that we can provide an environment where every pupil can thrive.

As part of our MAT, our Academies follow the collective aims of:

- Ensure everything we do has a focus on helping pupils achieve their potential academically, socially, and emotionally
- Instil a passion for life-long learning and continued improvement so our Academies, staff, and students can grasp their aspirations and ambitions
- Create a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired, and empowered to succeed
- Ensure all stakeholders are seen as partners in our work with the communities we serve

Consilium Academies is going through a huge period of development with rapid growth and opportunities for all staff; I can't think of a better time to join us.

Tracey Greenough

Acting Chief Executive of Consilium Academies.

About the Trust

The Consilium Mission

"Enriching Lives, Inspiring Ambitions"

We are proud to be Consilium Academies, a Trust that believes in the unique value of each individual. Our vision, actions, and purpose are guided by this principle and a dedication to do all we can for the communities we serve.

We never put a ceiling on potential. Instead, we work with our Academies to provide high-quality education that is truly inclusive, giving every student the same opportunities to develop the skills and knowledge they need to thrive in life beyond the classroom.

We are committed to enriching the lives of all those involved in our Trust through an ambitious, student-centred approach to education.

Consilium Academies is a Multi-Academy Trust consisting of nine schools based across three hubs in Salford, South Yorkshire, and the North East of England.

We believe in inclusivity, both in the schools and communities we serve and are committed to working with our Academies to ensure our ethos is realised on a daily basis.

- The lives of our young people should be enriched by care, experience, and opportunity. This is achieved by;
- helping children and young people to succeed to their potential academically, socially, and emotionally;
- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff, and students achieve their aspirations and ambitions;
- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired, and empowered to succeed;
- ensuring all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a Central Team led by our Interim Chief Executive, Tracey Greenough. The team provide direct services to our schools as well as Trust-level accountability, leadership, and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of our Trust. We work with our schools in a supportive way that does not detract from the individual identity of a school, instead allows them to grow and focus on student achievement and success.

WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS:

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 34 days annual leave plus bank holidays for all support staff (pro-rated for part-time employees)
- 36 hour working week for all full-time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day, 7 days a week
- Access to an Occupational Health Provider
- Free membership to Vivup. with hundreds of exclusive offers and discounts available online and in store at many shops, gyms, and restaurants
- An excellent CPD offer for every member of staff; to help you perform as well as you can in your role, provide you with a sense of wellbeing at work and to help you reach your career aspirations

About the Role

Job Title: Deputy Trust Network Manager (Deputy Head of Technical Services)

Start date: January 2024 or to be agreed

Hours: 36 hours per week, all year-round

Contract: Permanent

Salary: Grade 10 (Scale points 30-33) Actual Salary: £38,223 - £41,418

Do you have the drive, passion and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Consilium Academies who are committed to providing the best possible education for our pupils.

We are looking to recruit a Deputy Trust Network Manager to support the use of IT within the Trust environment through maintenance of IT software, hardware, and related equipment.

As a Deputy Trust Network Manager, you will provide support to staff and pupils to ensure administration and learning outcomes are maximised. You will work closely with the Head of Technical Services and Trust Network Manager to ensure that our IT strategy is realised, and that our support function operates efficiently and effectively. You will lead the team where needed and ensure that robust accountability measures are in place. You will set high standards and be a strong communicator with a proven track record of delivering transformation and/or high-quality IT services for schools.

We are looking for someone with excellent interpersonal skills who can work effectively with different stakeholders within the Academy and the Trust and is committed to the delivery of excellent customer service.

If you feel you share our values, have the vision and drive for excellence and want to be part of an enthusiastic and dedicated team, committed to ensuring that students fulfil their potential, then we would like to hear from you.

The successful candidate will present the best possible example of professional standards to colleagues.

To apply please download and complete the attached application form. Please note we do not accept CV's. We ask that all completed application forms are sent to HR@consilium-at.com

Please ensure that within your application you provide the names, addresses, and contact details for two referees, one of whom should be your current or most recent employer.

The closing date for applications is 8th January 2024

Interviews will take place on a date TBC

Consilium Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check, and where applicable, a prohibition from teaching check will be completed for all applicants.

In accordance with our statutory obligations under Keeping Children Safe in Education Consilium Academies is required to conduct an online search as part of our due diligence on shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which Consilium Academies might want to explore with you. Further information on online searches can be found in paragraph 221 of Keeping Children Safe in Education.

The Trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Under Part 7 of the Immigration Act 2016, the Public Sector fluency duty requires state funded schools to ensure candidates for their customer facing roles have the necessary standard of spoken English.

Please note: If you have not been contacted within one week of the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

Job Description

Job Title:	Deputy Trust Network Manager
Reports to:	Trust Network Manager / Head of Technical Services
Responsible for:	Senior Engineers Engineers
Based at:	Moorside High School, with travel as required to other schools within the Trust

Main purpose of the Role

As Deputy Trust IT Manager, you will be responsible for managing a team of IT professionals to ensure that they provide a high-quality service across all schools in the Trust.

The Deputy Trust IT Manager is responsible for the oversight of Technical Services activities at their sites, ensuring any areas of concern or non-compliance are addressed with the support of the Trust Network Manager.

You will design and ensure the successful implementation of agreed technical systems, strategies and policies in line with the Trust's vision and standard procedures.

You will be the lead IT engineer for Consilium Academies Trust and deputise for the Trust Network Manager when necessary.

You will support the Head of Technical Services with the monitoring, development, maintenance, and delivery of a responsive, effective, and compliant IT provision across the Trust.

Core Responsibilities & Tasks

Leadership and Management

- Provide strategic advice on the management of IT across the Trust and ensure that structures and resources meet the Trust's curriculum and business needs.
- Assist with the strategic development and maintenance of IT, producing development plans and long-term solutions for the Trust IT provision in conjunction with the Head of Technical Services.
- With the Head of Technical Services, support the line management of IT professionals, prioritising and overseeing their work daily to ensure they meet long and short-term strategic objectives.
- Support the development, implementation and evaluation of Trust IT policies and procedures in consultation with the Head of Technical Services and appropriate stakeholders.
- Assist the Head of Technical Services in the preparation and monitoring of budgets, supporting the procurement and rollout of all IT hardware, software, and licenses for the Trust, ensuring compliance with the Financial Regulations.
- Manage the Trusts IT systems, services, and resources to ensure the integrity of all Trust data.
- Promote effective teaching and learning throughout the Trust by using efficient and effective deployment of IT resources, including the review of the IT staff rota to ensure each school has adequate support for any agreed projects.
- Responsible for personnel development within the Consilium Technical Services (CTS) team, including role reviews and the Performance & Development Review (PDR) to ensure each team member is operating productively, developing & refining skills, and maintaining a healthy work/life balance.
- Responsible for the creation and implementation of IT processes
- Creation of technical improvement and software roadmaps which deliver against the IT vision and strategy
- Manage the cross-skilling initiative within the IT Technician team
- Delivery of incidents, service requests within the defined service level agreements
- Develops a working understanding of risk & governance, procurement, and cyber policies.

- Develop specialist knowledge and act as a subject matter expert for software/hardware etc.
- Identifies and delivers continual service improvement initiatives which enhance the user experience, deliver operational efficiency and/or support the Consilium IT strategy.
- Instigating proactive IT diagnostics in addition to rapid, reactive problem solving i.e. triage, escalations/urgent assistance or complex tickets which require co-ordination with wider IT functions
- Creation and maintenance of documented processes; supporting and refreshing the CTS training knowledge base.

Systems and Services

- Manage, develop, and document the curriculum, security, and administrative IT systems within the Trust: servers, hardware, operating systems, network infrastructure and software applications.
- Evaluate new and review legacy IT systems including software and hardware and make recommendations for policy and proactive change to the Head of Technical Services.
- Manage the print solution across the Trust, providing reports and regular evaluation of resources to ensure optimum efficiency.
- Strategically project manage and develop the configuration and maintenance of new and existing hardware and software to ensure an efficient IT infrastructure.
- Lead and be responsible for backup management, administration, and implementation of disaster recovery systems, ensuring robust systems and procedures are in place and regularly tested.
- Manage WANS, LANS, WLANS, firewalls and e-mail provision.
- Ensure that the Trust's hardware and software comply with relevant legislation and regulations.
- Proactively monitor servers and networks to minimise interruption to service.
- Promote safe and responsible use of the internet, including social media, ensuring internet suppression and safeguarding applications are maintained and provide reports for any instances of appropriate usage to SLT.

Resources

- Assist with the procurement, logistics and specification for the purchase of IT hardware and software.
- Proactively review, monitor, evaluate and update the Trust's IT strategy and report on progress against this strategy and associated development plans in conjunction with the Head of Technical Services, ensuring this is kept up to date with new developments.
- Be responsible for ensuring the Trust has an efficient, reliable, and effective IT service.
- Have oversight of the asset management processing, ensuring that all IT assets are appropriately recorded and accounted for on the asset register including software licenses and all tangible assets are security marked.
- Assist with IT team recruitment, including application assessment and participating on the interview panel, leading when necessary.

Operational Delivery

- Plan, manage, improve, and implement projects to suit Trust needs and help achieve Trusts goals
- Co-ordinate with Network Engineers, Head of Technical Services and SLT to ensure all changes and improvements are performed efficiently, with minimal disruption to teaching & learning
- Work closely with the Technical team to analyse and translate the Trust requirements into technical integration requirements
- Conduct complex technical evaluation and suggest proposed physical / Virtual architectures along with detailed designs
- Provide a reactive service for major incidents across the trust
- Provide a proactive service to mitigate major incidents at trust level
- Assist with the long-range strategic plans of Trust ICT infrastructure plus operational aspects of application execution within the infrastructure
- Ensure the implementation of agreed architecture and infrastructure
- Juggle multiple projects and be able to seamlessly switch between them based on what is a priority
- Ensure the implementation of agreed architecture and infrastructure

- Understanding of strategic ICT solutions within an education environment

Technical Leadership

- Investigate and suggest improvements to infrastructure and processes
- Assist the Senior Technical Team with escalations when required
- Seek opportunities for automation to optimise delivery practices, working across teams to ensure successful adoption
- Monitor technical trends and inform trust stakeholders with a view to continuous improvement and have an enthusiasm for emerging technology and innovation
- Update and evolve team workflow's documentation
- Attending technical seminars and exhibitions
- Review and approve technical content
- Mentoring and advising the senior technical team
- Keep all stakeholders up to date with changes.

Additional Responsibilities

The individual in this role is expected to make operational and strategic decisions

- Ensure that IT professionals keep accurate documentation and ensuring all relevant systems and data comply with the agreed IT standards and procedures.
- Manage workload to a high standard, ensuring delivery to timescales and quality.
- Assisting the Head of Technical Services with trust engagements.
- Deputise for the Head of Technical Services when necessary.
- Identify and ensure implementation of modifications/developments within existing service provision.
- Develop knowledge of emerging technologies with a view to supporting and enhancing business processes and teaching and learning.
- Travel to all academies within the Trust may be required from time to time dependent on projects/workload.

Corporate Responsibilities

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities.
- To plan, monitor and review health and safety within areas of personal control.
- To participate in the Trust's Professional Development Review process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date.
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Person Specification

Qualifications and CPD	Essential	Desirable
Working at or towards national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in ICT Level 3 and / or vendor qualifications for the specific hardware / software used.	X	
Experience, Knowledge and Skills	Essential	Desirable
A proven track record of managing staff performance and coaching.	X	
A proven track record of building strong relationships with key stakeholders.	X	
A proven track record of delivering and transforming schools IT support services.	X	
Experience in a range of ICT system and software packages.	X	
Experience supporting a range of end user devices – PC's, iMac's, laptops, iPads etc.	X	
Experience of maintaining and supporting networks - Windows 10, Server 2022, Exchange, Office 365, MIS Office packages, wireless technologies, cloud technologies, SCCM, MDT, school management information systems e.g. SIMS.	X	
Experience of working in an education setting	X	
Possess practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning Knowledge and skills equivalent to national qualifications level 4 and vendor qualifications for the specific hardware / software used.	X	
Resolve technical faults and varied IT issues within the Academy.	X	
Ability to work effectively with different stakeholders within the academy and the trust	X	
Ability to manage workload effectively	X	
Excellent customer handling and inter-personal skills, including diagnostic questioning, and the ability to deal with difficult situations	X	
Ability to cope with change and adapt quickly to new and developing technologies	X	
The ability to work proactively with good planning and organisation skills	X	
Good verbal and written communication skills and ability to communicate with all stakeholder levels	X	
Familiar with MS office/Office365 to enable the production of reports and record keeping	X	
Personal Attributes	Essential	Desirable
Target focused	X	
Good time management and punctuality	X	
Excellent communication skills		
A flexible approach to out of hours working	X	
A self-starter	X	
Ability to problem solve and think creatively	X	
The ability to work proactively with good planning and organisation skills	X	
You will be flexible, reliable, a team player, problem solver, good communicator, well organised, adaptable and proactive.	X	

English Fluency	Essential	Desirable
Possessing a relevant qualification for the role attained as part of education in the UK or full taught in English by a recognized institution abroad	X	
Passing an English Spoken language competency test or possessing a relevant spoken English qualification at CEFR Level B1 or above, taught in English by a recognized institution abroad.	X	

