

**Junior  
Technician**

**Closing Date:**

Thursday 16th December 2021



**Application Pack**



## Welcome

**As partners in our community, our mission is to provide every child and young person with an enriching and inspiring educational experience, where they can thrive academically and socially, both now and in the future. By being 'Stronger Together' in our educational quality, our parent and community engagement, our investment in our people and our sustainability, we can meet our specific pledges to all of our children, communities and staff.**

Our vision is to prepare every North Star Community Trust student for the changing world we live in. A world which is more global, more driven by technology, a world where anything is possible with the right preparation and attitude. That means providing a curriculum and learning experience that reflects the highest academic standards and inspires and enthuses pupils through its creativity and openness to the world around us.

Our children will be able to 'be the change they want to see in the world'. They will be resilient, optimistic, respectful, honest and well-rounded citizens, with a love of learning. At the same time, we are all also members of our communities, places where we find friendship, support and common endeavour. Being at the heart of our communities is a hallmark of North Star Community Trust.

We want our children and young people to have a sense of place, knowing the importance of 'giving back' and the value of community and togetherness to their everyday lives.

As a trust, we will foster a culture that respects diversity and recognises that we are stronger together than we are apart. In pursuing this vision, trustees, staff and governors will model it every day, knowing that each one of us plays a part in making it a reality for every child and young person.

I would like to wish you the best of luck with your application and should you require any further information please do not hesitate to contact the Trust.

*Marino Charalambous*

Marino Charalambous  
Chief Executive Officer



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**”**







## Our Schools, Our Community

**North Star Community Trust is an educational charity that manages a family of 5 academies in North London, educating some 2,600 pupils.**

**We are very proud of our families, pupils, students and staff. We hope you will consider becoming a part of our community.**



### **Kingfisher Hall Academy – Enfield**

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“Being part of North Star Community Trust is a huge opportunity for schools to support one another, to share what they do well, and to work together to share our very best practice to the benefit of every child in the Trust. We’re all committed to that.”

**Mr M Clifford | Headteacher | Kingfisher Hall Academy**



### **Enfield Heights Academy – Enfield**

A one-form entry primary academy currently serving pupils from Reception through to Year 6.

“Being part of a family of schools is exciting and empowering, as we can learn from each other, while at the same time retaining a good level of autonomy. Shared central services keep costs down and we are able to buy in bulk with the purchasing power of a Trust.”

**Mrs J Bacon | Headteacher | Enfield Heights Academy**





## **Woodpecker Hall Academy – Edmonton**

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“We are a Trust that has a very strong community ethos. That is what binds the headteachers, the teaching and learning staff, and the schools together – serving our communities and inspiring the children who live at the heart of those communities.”

**Ms N Ross | Headteacher | Woodpecker Hall Academy**





## Heron Hall Academy – Ponders End

### Finalists for the Pearson ‘Secondary School of the Year’ award 2021

A new and growing secondary school, serving pupils from Years 7 through to 11.

“Many of our students come from the Trust’s primary schools, which means we know a great deal about them when they join us. Our mission and purpose is clear and supported by all our staff. The Trust approach is having a transformational impact on the lives of these young people.”

**Mr A Barzey | Headteacher | Heron Hall Academy**

# North Star Community Trust

## Staff Benefits Summary

This is a taxable employee benefit; however, the cost is met by the Trust. Our Scheme provides cover for routine healthcare such as optician checkups, dental treatment, physiotherapy, acupuncture and specialist consultations. This cover includes a range of benefits designed to help support your overall health and wellbeing such as specialist scans. The North Star Wellbeing Scheme gives access to a virtual GP service, GP Anytime which is provided 24 /7, 365 days a year. In addition to tax-free cover for you, the North Star Wellbeing Scheme also covers your dependants up to the age of 18 years old. There is no extra cost to add child dependants. Our scheme also gives you the option of upgrading your level of cover or adding a partner at an additional cost.

### Dental

Covers items such as check-ups, braces, dentures, crowns, bridges, white fillings, veneers and teeth whitening. Also covers a practice's dental plan premiums.

### Optical

Cashback on eye tests, prescription glasses, sunglasses, laser eye surgery and contact lenses.

### Chiropody

Covers items such as gait analysis assessments and podiatry treatments.

### Prescriptions

Covers NHS prescriptions charges or the NHS cash equivalent for private prescription treatments.

### Health & Wellbeing

Covers 22 alternative therapies including allergy testing, cognitive behavioural therapy, counselling fees, hypnotherapy and sports massage.

### Health Screening

Cashback for a full health screen, or a Well Man, or Well Woman screen. This allowance is separate to the workplace screening programme we offer as a bolt-on.

### Combined Physiotherapy

Cashback for pain relieving and preventative treatments such as physiotherapy, chiropractic, osteopathy, acupuncture and homoeopathy.

### Specialist Consultation and MRI Scans

Provides cashback for specialist consultation charges, including X-rays and MRI scans, as well as PMI excess charges (excludes company paid PMI).

### Dental Accident

Cover for damaged teeth following a direct blow to the head. Members can claim for veneers, dentures and crowns.

### 24/7 Counselling and Support Helpline

24 hour telephone advice, guidance and support from trained counsellors, legal and medical professionals on a variety of lifestyle issues.



## Employee Assistance Programme

Provides up to 8 face to face counselling sessions and includes a Serious Illness and Accident Support service.

## Fitness and Exercise

Access to offers and discounts on a wide range of fitness clubs and gyms via Health Shield's reward website PERKS.

## Online Health Assessment and Personal Coaching

Instant access to online health assessments and personal coaching tools including videos, factsheets and questionnaires.

## GP Anytime including Private Prescriptions

GP consultation service via phone or webcam, where a GP can also prescribe a private prescription to be delivered to a member's home or workplace.

## PERKS

Members have access to Health Shield PERKS, a website with a large range of discounted retail products and services, offers on travel, cash back on purchases and much more. Discounts for the brands you love, all year round. Unlike voucher and flash sale sites, you'll always get great deals from brands like Apple, M&S, Virgin Media, GAP & more!

## Advice Services

Our Employee Assistance Programme offers free and confidential advice which is available 24hrs, 7 days a week to you and your immediate family. You will also have access to structured counselling of up to six sessions available either face-to-face or over the phone. The service covers, but is not limited to, Family Issues, Financial Information, Legal Information, Stress & Anxiety and Bereavement.

## Pension Schemes

Pension scheme (Local Government Pension Scheme for Support Staff and Teachers Pension Scheme for Teachers) - both schemes include 3 x salary life assurance cover whilst you remain in service. You don't pay tax or national insurance on your contributions and North Star Community Trust adds a generous employer contribution. All staff are entitled to opt-out of the pension scheme should they wish to do so.

## Holiday Entitlement

Our support staff on 52 weeks a year contracts benefit from a holiday allowance of a minimum of 24 days. This entitlement is in addition to any Bank or Public holidays. Teaching staff and term time only support staff receive the standard school holiday allowance.

## Training and Development

North Star Community Trust believes in training and developing people to achieve their potential. Whatever your aspirations, our training provision offers a range of courses and qualifications. These courses include a suite of National Professional Qualifications (NPQML, NPQSL, NPQH and NPQEL) and apprenticeship opportunities (in disciplines including IT, HR, Business Administration). North Star Community Trust have formed a partnership with The Skills Network, one of the most successful providers of online learning. As part of the partnership several FREE courses are available including: Childcare, education, enhancing skills, digital and wellbeing.

Continued professional development and opportunities across the Trust, including Masters Degrees through our partnership with Warwick University.

## Affordable Accommodation

Access to affordable North Star key worker accommodation from £550 per month all inclusive of rent, utilities, internet access and maintenance.









## Stronger Together

We look forward to receiving your application,  
and hopefully be part of our wonderful team at  
North Star Community Trust.





## Job Description

Job Title	<b>Junior Technician</b>
Reports to	Head of IT
Location	North Star Community Trust
Hours	Full Time – 36 hours per week, 52 weeks per year
Contract Type	Permanent
Salary	Spine point 5 £17,786.51

An exciting opportunity has arisen for a Junior Technician to join our IT team within North Star Community Trust, where you will be responsible for providing outstanding service across our schools.

North Star Community Trust is a Charitable Trust set up to run and manage three Primary and one Secondary Academy serving approximately 1800 children. Based in Edmonton we are focused on driving up the quality of education provision and standards.

You will be the face of the Trust, so will need a professional, polite, helpful and friendly manner both on the front desk and over the phone, dealing with a variety of enquiries including deliveries and visitors.

You will be experienced in working in a fast paced, busy office environment whilst keeping calm and methodical, delivering an outstanding customer service efficiently and effectively.

We are dedicated to safeguarding and promoting the welfare of children and expect all staff to share this commitment. The successful candidate will be subject to enhanced clearance through the Disclosure and Barring Service.

## **Main duties and responsibilities:**

### **Duties**

- Act as the principal point of contact for users using the IT helpdesk.
- Provide 1st Line support to assist in the smooth running of the Trust's network, ensuring that all faults and problems are quickly rectified.
- Provide support and assistance in schools and classrooms to staff and students when needed.
- Build and maintain positive relationships with staff and students.
- Escalate issues within the IT team as appropriate.
- Assist the IT Team with regular maintenance tasks and long term projects.
- Carry out essential testing and pro-active monitoring of IT resources.
- To install and configure computer software to ensure that it operates to maximum potential.
- To carry out troubleshooting, maintenance and repair of equipment as necessary.
- To support staff members and students via telephone, e-mail and in person.
- Assist with the setup of equipment such as PC, laptops, projectors, iPads, mobile devices, PA sound systems and other specialist equipment prior to their use in lessons, assemblies, meetings and school events.
- Keep accurate records of jobs undertaken and their solutions.
- To update and maintain the Asset Database and ensure high value assets are security marked and recorded
- Keep up to date with trends in technology and education

### **Training**

- To undergo training to improve personal development.
- To follow Trust safeguarding procedures and undertake training.
- To assist the IT Team in production of technical documentation and user-guides for end-users.

### **Other**

- Participate in the Trust's staff development/appraisal process.
- Be familiar with, and to adhere to, relevant parts of the Trust's Health & Safety policy.
- To comply with the Trust's procedures concerning safeguarding
- Shall ensure compliance with GDPR regulations.
- Supporting and encouraging the Trust's ethos and its objectives, policies and procedures.
- Shall deal with correspondence promptly and as required.
- To attend school events and provide technical support as required.
- Shall keep abreast of developments, current initiatives and changes in their field.
- Shall seek, consider, and act upon professional support and advice as required and in liaison with the Head of IT Services.
- Willingness and ability to work flexible hours including early evening and weekends if required.

The post holder is required to carry out any other duties consistent with the post, at any site on which the Trust operates.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students.

## **Person Specification: Junior Technician**

### **You will need to be:**

You will need to have a can-do attitude with excellent interpersonal skills.

Passionate and committed to providing excellent customer service and to the aims and objectives of North Star Community Trust as a provider to the highest quality education to children in our area.

A team player that will also work on your own initiative with creative thinking who is highly organised to enable the office environment to be highly effective and develop a good reputation not only within the Trust but also in our wider community and with other stakeholders.

<b>Qualifications and other required experience and skills</b>	<b>Essential</b>	<b>Desirable</b>
An administrative qualification level 3 or equivalent		X
Microsoft Qualifications MCIPT, MCP / CCNA / VCP or other relevant IT qualification.		X
Experience of 1 <sup>st</sup> line IT user service, service desk functions or 1 <sup>st</sup> line analyst.	X	
Good understanding of core Microsoft Packages	X	
Experience of Windows Update deployment and AV Updates.		X
Experience of basic Office 365 user updates or administration	X	
Good desktop and 1 <sup>st</sup> line technical troubleshooting skills.	X	
Exposure to an ITIL Service desk function.	X	
Some experience of working in a school		X
Knowledge and understanding of safeguarding	X	
Strong written and verbal communication skills	X	
Effective personal organisation skills	X	
Shows a personal commitment to safeguarding in Education and promoting welfare and rights of young people	X	
Ability to form and maintain appropriate relationships and personal boundaries with young people	X	
Ability to keep up to date with technical developments and legislation.	X	
Committed to own professional development	X	

### **Next Steps**

To apply please visit TES via the green quick apply button shown on the advert.

<https://www.tes.com/jobs/vacancy/junior-technician-enfield-1533609>

Closing date for applications is Thursday 16<sup>th</sup> December 2021