



# The Willow LEARNING TRUST



## **Application Pack for the position of ICT Field Technician**

Willow Learning Trust

To start as soon as possible

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## LETTER TO CANDIDATES

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June, 2023

Dear Candidate

Thank you for your interest in this exciting opportunity to join our Central IT team for the Willow Learning Trust.

The Willow Learning Trust was established in 2017 and now comprises three schools in Sutton and Merton: Glenthorne High School, Aragon Primary School and Abbey Primary School, all of which share a set of core values and are proud to belong to the Willow Learning Trust but also to maintain autonomy in leadership, governance and their own identity. There is excellent partnership working between key Trustees, Governors and key staff in the Trust. Headteachers of all three schools support each other and work together in a spirit of collaboration.

The Trust can offer the successful candidate a range of benefits including opportunities to take advantage of our discounted healthcare scheme, Electric car leasing and Cycle to Work Scheme. In addition the Trust provides professional CPD opportunities. We are happy to consider flexible working i.e. Part time or compressed hours for the successful candidate.

Included within this pack are the instructions on how to apply, together with the dates for the various stages of the selection process.

Once again, thank you for your inquiry for the appointment of ICT Field Technician at the Willow Learning Trust; I look forward to receiving your application.

Kindest regards

Samantha Pennelli

HR Manager

Willow Learning Trust

## JOB DESCRIPTION

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<b>Post:</b>	ICT Field Technician
<b>Responsible to:</b>	ICT Network Manager
<b>Grade/Scale:</b>	Grade 4/5
<b>Hours:</b>	Full time – 36 hours per week/52 weeks per year
<b>Location:</b>	Willow Learning Trust Schools

### **Key Responsibilities:**

To ensure the successful operation of security and provision of technical support for all Trust computer, electronic communication systems and networks on a day-to-day basis including ensuring all ICT equipment is in working order. Provide high quality IT support to schools within the Trust including working independently within individual schools.

### **General Responsibilities:**

1. Maintain Trust network hardware and equipment:
  - a. Ensure that equipment is working and remedy any problems as appropriate.
  - b. Monitor and advise on the security of all network equipment.
2. Supervise the day to day running of Trust networks & Cloud platforms, including:
  - a. User and email administration.
  - b. Application implementation and roll-out.
  - c. Monitoring system usage and disk space.
  - d. Monitor and maintain network security in consultation with line manager.
  - e. Maintain all network equipment to ensure availability of network services.
  - f. Maintain Sharepoint and ensure appropriate level of access for staff members.
  - g. Assist with the setting up presentation equipment for events and assemblies (including occasional out of hours)
3. To be responsible for the onboarding and induction of all new staff into the Trust following the procedure as defined by the Trust Network Manager.
4. Provide advice and support to staff and pupils as directed by Line Manager, including:
  - a. The use of ICT equipment.
  - b. Development of ICT skills and software familiarisation including Office 365 and Windows system.
  - c. Provision of INSET and internal training.

- d. Support employees with all software including: SIMS.net, Arbor and Microsoft 365 applications.
5. Conduct regular reviews of the Trust use of ICT including identification of user needs, planning the appropriate prioritisation of tasks and devising service plans to ensure continuous improvement of the school's ICT facilities.
6. Assist Line Manager with equipment acquisition:
  - a. Order ICT equipment and consumables as required.
  - b. Research ICT agencies and suppliers to ensure best value in purchasing resources.
  - c. Maintain knowledge of current developments in ICT and recommend improvements to current systems and equipment.
7. Observe and advise on Health and Safety good practice.
8. Meet regularly with the ICT team on routine operational issues relating to the Trust's ICT facilities.
9. Liaise with all stakeholders including CEO and Headteachers to support and develop ICT across the Trust.
10. Maintain accurate helpdesk call logging for support issues raised by network users:
  - a. Log calls from staff and pupils.
  - b. Update users with the status of issues.
  - c. Document your daily activities.
11. Help to support and train staff on individual responsibilities under GDPR law.
  - a. Ensure systems and users comply with GDPR rules.
  - b. Report data protection concerns including those relating to security and retention immediately forwarded to the Trust Network Manager and DPO.
12. Ensure documentation is up to date and appropriate filtering and other safeguarding systems are always working effectively throughout the Trust.
13. Escalate issues to Network Manager with suggestions of practical solutions.

#### **Other Responsibilities**

14. Maintain and develop Trust Sharepoint and web sites in consultation with Line Manager.
15. Supervise audit of all ICT equipment in Trust and ensure accurate records are maintained and kept up to date. Ensure items are security marked where appropriate and disposal is managed sustainably, recycling where possible.
16. Ensure ICT offices and equipment rooms are tidy and secure when not in use.

#### **All Staff**

17. To work collaboratively within immediate team and the wider school community.
18. To be fully committed to the safeguarding and promotion of welfare for all young people.
19. To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality, and data protection. Reporting all concerns to the appropriate person.
20. To undertake any other duties as may be required from time to time by CEO, Headteacher or Line Manager.



## PERSON SPECIFICATION

		Essential	Desirable
<b>Qualifications or Training:</b>	1. Minimum of GCSE Grade C in English, Maths and Science or equivalent.	✓	
	2. Knowledge and understanding of client operating systems (Windows, iOS, Android, OSX).	✓	
<b>Practical Skills:</b>	3. Confident in maintaining and using a range of computer hardware, networking equipment, software and cloud services such as Azure.	✓	
	4. Confident in the use of and supporting Office 365.	✓	
	5. Confident in using Active Directory and Group Policy on a day to day basis.	✓	
	6. Experience working in a network-based environment.		✓
	7. Understanding of HTML or web design.		✓
	8. Experience of LGFL's services		✓
	9. Print Management products such as Papercut		✓
<b>Personal Qualities &amp; Attributes:</b>	10. Enthusiasm and commitment to the aims of the school, including equal opportunities.	✓	
	11. Show an understanding of safeguarding responsibilities and the need to work within the school's Safeguarding Policy.	✓	
	12. A conscientious and flexible approach to work including possible evening and weekend working including multi- site working.	✓	
	13. Willingness to participate in, and show commitment to, own continuing professional development.	✓	
	14. Self-motivated and able to work on own initiative, prioritising and setting personal targets.	✓	
	15. Effective and confident verbal and written English language.	✓	
	16. Presentation of an appropriate professional image in order to adhere to the school's Dress Code for staff.	✓	
	17. Good time management and organisational skills	✓	
	18. Appreciation of the issues of confidentiality and adherence to data protection regulations.		
	19. Ability to drive and car owner.		✓

## GUIDANCE TO APPLICANTS

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Please read these carefully before making your application.

### **THE APPLICATION FORM**

Please complete in **black** pen or type. Additional sheets may be used.

The application form will play a key part in whether you are called for an interview, so it is important that you take your time and complete it as fully and accurately as possible.

When selecting candidates for interview we have to base our decisions on the information you give us. The Person Specification is enclosed with this application form. This is a list of the skills, knowledge, qualifications, experience, aptitudes and abilities that are required to perform the job. When we read your application form we will be looking for evidence of examples which demonstrate how you meet the criteria in the person specification. You must include sufficient evidence and examples to show that you meet the requirements.

### **PERSONAL DETAILS**

For monitoring purposes we would ask that you provide the information requested on the Equal Opportunities Monitoring Form at the back of the application form. This form is removed before shortlisting and will be destroyed after monitoring.

### **CAREER HISTORY**

This is the record of your work history. It may include periods of unpaid or voluntary work as well as paid employment e.g. you may include time spent as a carer for one of your family or a voluntary helper in a school. Please account for any gaps in your employment history.

If the title of the position does not make it clear what work you did e.g. twilight crew, canvasser, please briefly describe the main duties.

You may continue on another sheet if you need extra space.

### **EDUCATION, QUALIFICATIONS, TRAINING**

The Person Specification may ask for specific qualifications or training. You should list the relevant qualifications or courses undertaken. Where you have additional qualifications or training, mention these if they relate to your knowledge or skills. Proof of qualifications will be required at interview.

### **STATEMENT OF SUITABILITY**

This section is your opportunity to show us that you meet the Person Specification. Take each criterion of the Person Specification and tell us the details of your knowledge and experiences. Give specific examples of things you have done which demonstrate your ability.

When reading your application, we cannot assume that because you have experience you also have the ability to carry out a task and vice versa. You may have experience of managing staff, but we need to know how you motivated your staff. We don't expect you to have formal experience, but if you can show that you have the ability to do the component tasks, that will be equally acceptable e.g. to organise a meeting you need to be able to: liaise with others, book accommodation, organise refreshments, and compile agendas.

You may already have prepared a CV and want to send that instead of answering the Statement of Suitability. You may send it, but you must also complete the Statement of Suitability. CVs often list the jobs



you have had and their responsibilities, but they often do not properly describe your skills and abilities. It is unlikely that we will be able to find enough evidence in a CV alone.

You may use examples and evidence from outside paid employment. You may use examples from voluntary work or your hobbies or interests.

### **REFEREES**

If you are offered the job, the offer will be made subject to receipt of satisfactory references, pre-employment medical clearance, an enhanced DBS disclosure and, for teaching staff, a check on your teaching qualification status. If your referees do not confirm what you have told us, we may want to discuss this with you. We will ask you to complete an online Medical Questionnaire which will be sent to our Occupational Health Department. It is their job to make sure that you are fit to do the job we have offered you. In some instances, you may be asked to go for a medical examination. You will also be asked to supply evidence of any qualifications that are required.

All employees are required to have DBS clearance. Unless you have a clearance issued within three months of being appointed, and have had no break in employment, we will require a new check to be carried out.

### **ONLINE CHECKS**

We will undertake a number of online checks prior to confirmation of employment as a part of our pre-employment checks for the successful employee.

### **RELATIONSHIPS**

We do not have a policy of excluding people who are related to school staff, Trustees or Governors, but if you are related to someone we will make sure that they are not involved in the selection process for this post. If we find out after you have been appointed that you are related to someone who interviewed you, we may dismiss you. 'Related' includes co-habiting with someone.

### **INTERVIEWS**

Glenthorne has a policy of using a wide range of selection methods to assess whether people meet the criteria. All teaching staff will be asked to take a lesson but you may also be asked to take an ability test, do a presentation or other work related exercise. You will be advised of any method being used for the post when called for interview. At the interview, you will be asked questions related to your Personal Statement as well as issues relating to safeguarding and promoting the welfare of children. Any issues of concern arising from a reference will also be explored during the interview process.

### **COMPLAINTS**

The school is keen to ensure equality of opportunity in its recruitment and selection process. If you think that you have been discriminated against during the selection process on the grounds of your race, age, gender, marital status, caring responsibilities, gender re-assignment, sexual orientation, social class, religion, belief or disability you may make a complaint and we will investigate. If you feel you have been unfairly treated you must contact the CEO, in writing, within 3 working days of being rejected after an interview. You should explain the reason for your complaint to the Headteacher, or his/her representative. The CEO, or his/her representative, may want to talk to you before confirming the outcome of the investigation.

## DATES FOR YOUR DIARY

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The deadline for applications is **Midnight, Sunday 26th November 2023**





# The Willow LEARNING TRUST KEY BENEFITS



## PROFESSIONAL DEVELOPMENT

- Comprehensive programme of professional development for teaching and non-teaching staff
- A long and successful track record of supporting teachers from ITT, through ECT and into leadership roles
- Bespoke ECT programme
- Collaborative opportunities to work on innovation and in partnerships across the Trust
- Apprenticeships opportunities to support the development of staff new to role

## WELLBEING

- 24/7 Employee assistance programme
- 50% discount on Benenden healthcare
- Opportunities for flexible working
- Hybrid working available for suitable posts
- PPA time that can be worked from home (Primary Schools only)
- Maximum 3 cover lessons an academic year (Secondary School)
- Protected 'gained time' for planning (Secondary School)
- Wellbeing activities and initiatives suggested by staff



## FINANCIAL

- National pay and conditions for teachers and support staff
- Golden Hello available for some teaching posts
- Recruitment and retention allowances
- Generous pension schemes
- Salary sacrifice schemes including: Cycle to work and healthcare vouchers
- Long service awards