

RECRUITMENT PACK

Trust Senior Engineer (North West)



Consilium
Academies
Enriching Lives, Inspiring Ambitions

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: Trust Senior Engineer (North West)

Start date: September 2023 or to be agreed

Hours: 36 hours per week, all- year round

Contract: Permanent

Salary: NJC Grade 8, Scale points 23- 26, £30,152 to £32,909 per annum. (Subject to additional pay award when agreed with unions)

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 Senior IT Engineer to support the use of IT within the Academy environment through maintenance of IT software, hardware, and related equipment.

As a Senior IT Engineer you will provide support to staff and pupils to ensure administration and learning outcomes are maximised. You will be responsible for the installation and maintenance of computer hardware and software in the Academy and ensure that dedicated IT areas are maintained in good working order. The successful candidate will present the best possible example of professional standards to colleagues.

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 a dedicated team, committed to ensuring that students fulfil their potential, then we would like to hear from you.

To apply please complete the attached application form. Please note we do not accept CV's. We ask that all completed application forms are sent to Joel Thornton at joel.thornton@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 **9am Friday 8th September 2023**. Interviews are to be held **w/c 11th September 2023**

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:	Trust Senior IT Engineer (North West)
Reports to:	Cluster Network Manager
Based at:	Roaming within the North West Cluster

Main purpose of the Role

As a Trust Senior IT Engineer, you will work as part of the Consilium Academies Technical Services Team that provides a Trust wide IT support function. As part of the Trust team, you will join a growing team of committed engineers and together you will deliver IT solutions across the Trust.

You will support the implementation of the Trust's IT strategy in collaboration with the Cluster Network Manager and wider Central Team.

The Senior IT Engineer post holder will provide additional technical capacity and knowledge to support the Trust's IT development plan. They will use their experience and technical skillset to ensure that key objectives are delivered on time. As such they will be deployed based on project need and urgency. The Senior IT Engineers will be the second line IT support provision for any issues that on-site engineers cannot resolve and may from time to time be deployed to cover periods of absence at school level. The Cluster Network Manager will oversee your day-to-day activities and deploy you to schools as appropriate.

You will maintain the school infrastructure, service, and solutions, ultimately ensuring that all staff and students receive support when required.

You will provide proactive and reactive on-site support, tracking service tickets to ensure the required systems and services are available to users as required.

You will be based within a cluster and support all the academies within it. However, as, and when required you may be deployed to other hubs to support the rollout of projects or to provide cover for absences/emergencies.

The initial expectation is that the postholder will work at Moorside High School for 3 day's per week, with 2 days to be based in our central office or another North West school. This is subject to review.

Core Responsibilities & Tasks

Technical Ownership

- Support the implementation of the Trust's technical strategy and vision, using your knowledge of IT systems and processes to support the successful rollout.
- Provide the second line escalation points for technical faults within your region.
- Act as a Solutions Architect / Technical Specialist for changes to the Trust/school networks.
- Assist with the creation and maintenance of documentation for all aspects of the Trust's IT systems.
- Carry out technical audits and annual reviews of each school, making recommendations for improvements.
- Scope and carry out upgrades/changes where agreed in line with the Trusts strategy and vision.

Operational Delivery

- Monitor support calls and provide assistance where required.

- Co-ordinate with IT Engineers and wider IT team to ensure all IT and AV issues are resolved efficiently and professionally.
- Provide problem management and root cause analysis.
- Resolve complex technical issues on site when required.
- Provide a reactive service for major incidents across the Trust.
- Provide a proactive service to mitigate major incidents.
- Identify and communicate improvements to the Trusts IT service that are beneficial to the Trust and teaching and learning.

Technical Leadership

- Provide remote and in person mentoring for IT engineers, facilitating shadowing during configuration tasks/changes to support the upskilling of other members of the team.
- As a Senior Engineer, you will have several assigned areas of specialism e.g. firewall, anti-virus. You will be expected to run this system or process on behalf of the cluster/Trust.

These roles and responsibilities are aligned with the IT Engineers:

Hardware

- You will ensure all computer equipment is registered on the Trust asset system.
- You will install and configure new equipment as appropriate.
- You will maintain and troubleshoot the schools VoIP phone system.
- You will maintain computer peripheral equipment such as printers, scanners, whiteboards, and projectors, ensuring these are ready to be used by staff.
- You will troubleshoot and maintain all aspects of PC and server hardware.
- You will liaise with external suppliers for the repair of equipment under warranty or maintenance contract.

Software

- Install and test new software before release and maintain accurate records of school software.
- Support users in the correct and safe use of technology.
- Remove out-dated and unsupported applications where applicable and support the rollout of new systems.
- You will ensure the anti-virus software is installed, up to date and working correctly on all devices.
- You will ensure all software and operating system updates are installed as appropriate.

Network Management

- You will liaise with the Hub Network Managers and wider Technical Services Team to carry out basic network management tasks.
- You will carry out routine network maintenance tasks.
- You will troubleshoot, maintain, and upgrade the Trusts IT infrastructure with support where appropriate.

Relationships

- Develop and maintain a constructive, positive working relationship with staff and students to ensure the smooth running of the IT provision.
- Work closely with key stakeholders to ensure IT systems, resources and facilities are managed effectively.
- Provide technical support regarding IT hardware and software, resolving queries and problems.
- You will troubleshoot, provide support and training to resolve issues.
- Maintain productive working relationships with external service providers, manufacturers, and suppliers to ensure that the best possible value and service is received.
- Provide information as required and liaise regarding projects and initiatives.

People Management

- Advise, guide, and instruct staff and students in the use of IT systems and equipment.

Resource Management

- Be responsible for the support and maintenance of IT resources such as computer hardware and software, projectors, interactive equipment, and desktop/laptop workstations.
- Ensure that hardware and software audits are maintained and that a knowledge base is kept on hardware and software systems accordingly.
- Ensure adequate and secure storage of consumables and valuable equipment.
- Carry out updates to the IT system when required.
- Set up computing and audio-visual equipment for events as required.
- You will carry out proactive checks of the school IT infrastructure, ensuring any issues are dealt with accordingly.
- You will ensure that IT facilities are well maintained – replacing keyboards, mice etc as required.

Decision Making

- Provide relevant guidance in decisions regarding school IT policies and procedures.
- Make system and configuration changes in line with appropriate procedures and the Trust's standard operating procedures.
- You will act within your delegated authority to meet the needs of the school, seeking support and guidance from the Cluster Network Manager when required.
- Be able to organise and prioritise workload effectively responding to school requirements.

Work Demands

- Be able to work to deadlines but also be flexible to deal with frequent ad-hoc requests and unforeseen circumstances which can be lengthy to resolve.
- Able to work with and assimilate detailed and complex information which requires periods of mental concentration.
- Understand and apply the school's statutory and organisational data protection requirements and expectations.

Physical Demands

- Role involves a considerable amount of computer-based work so DSE regulations will apply.
- Moderate physical effort required – the job will involve some lifting, carrying and installation of workstations.
- May involve working at heights when fault finding or testing.

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
Experience in a range of ICT system and software packages.	X	
Experience supporting end user devices – PC's, iMac's, laptops, iPads etc.	X	
Experience of maintaining and supporting networks - Windows 10, Server 2016, 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 3 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/O365 to enable the production of reports and record keeping	X	
Personal Attributes	Essential	Desirable
Target focused	X	
Good time management and punctuality	X	
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