



FULLHURST
COMMUNITY COLLEGE
EST. 1991

ICT Technician

Information Pack



Dear Applicant,

It is a privilege to introduce myself as Principal and to thank you for expressing an interest in working with us here at Fullhurst Community College. To be part of Fullhurst Community College is to transform lives. We are proud to serve a diverse community of over 1150 students, aged 11-16 years, on our large site in south west Leicester and are oversubscribed each year

In 2016 our Progress 8 measure was +0.48, the highest in Leicester and in 2017 it was +0.64, placing Fullhurst in the top 200 schools in England. Whilst we currently do not have confirmed progress scores for 2018, what we do know is that our 5+ percentage in English and Maths rose by 12% and 4+ by 11%. These outcomes are exceptional; demonstrating the strength of our curriculum and that all groups of Fullhurst students achieve beyond national targets. We are extremely proud of our students' progress and achievement which continues to increase year on year.

Due to both the success and the popularity of the college, Fullhurst is currently expanding in student numbers and over the next three years we will grow to accommodate 1500 students. To facilitate this, a new build is being developed in conjunction with Leicester City Council on Ellesmere Road. We have named this site Fullhurst Fosse Campus; it will operate as a Key Stage 3 hub from August 2019. As a result, we need to increase our staffing capacity and therefore this role is being advertised.

Fullhurst Community College was inspected by Ofsted in January 2018. The visit was the first short inspection carried out since the college was judged to be good in October 2012. We are very proud to announce that Fullhurst Community College continues to be good. The report states; *"Staff work hard to maintain the schools many strengths and improve the school further. There is a clear-sighted focus on improving GCSE outcomes, combined with a deep-seated moral commitment to serving the needs of the young people in the area, especially the most vulnerable."* Challenge Partner reviews, most recently in 2017, suggest the school has many outstanding features. In 2017, Fullhurst was recognised by the Department for Education as Secondary Regional Champion at the Pupil Premium Awards, In December 2017, we were extremely proud to be announced as the Leicester Mercury School of the Year 2017 and in June 2018, we were announced as Silver Award winners in the Pearson National School of the Year Awards.

Your involvement in our journey to outstanding cannot be underestimated. You will have ample opportunity to share in and enhance our current good practice. The potential for your own professional development is outstanding and we provide excellent support for new staff.

If you have any questions please do not hesitate to contact the college on 0116 282 4326 or via email recruitment@fullhurst.leicester.sch.uk Visits to the college are welcomed and encouraged; please contact us to arrange a convenient time. I look forward to receiving your application and accompanying letter explaining why you are a suitable applicant for the position.

Yours faithfully

S Piggot
Principal

Transforming lives

Principal: Mr Steve Piggot
Fullhurst Community College, Imperial Avenue, Leicester LE3 1AH
T: 0116 282 4326 F: 0116 282 5781 E: office@fullhurst.leicester.sch.uk

www.fullhurst.leicester.sch.uk



Transforming lives at Fullhurst Community College



Fullhurst Community College's priority is to provide the highest quality education for every student in a supportive and inspiring environment. It is our aim that students leave the college as successful, confident and responsible young people equipped with academic qualifications as well as the personal and social skills to enable them to succeed and make a positive contribution to society. We take great pride in seeing our students flourish and move on as confident young adults.

Our newly built Fosse Campus has been designed to echo the current Imperial Campus, with the blending of the traditional heritage of the front of the site with the new build at the rear. The continuity across the two sites maintains the college's strong branding and identity and will aid the transition of students between the two campuses.

The new campus has involved refurbishment and extension of the current building as well as the construction of a new teaching block including new classrooms, science labs, a music room, food technology facilities and a drama studio. There is also external landscaping, with car parking and play areas, plus a courtyard with outdoor dining facilities. Fullhurst Principal, Mr S Piggot, said; "We're very proud of our growth over the past few years, with Fullhurst now being rated in the top 200 schools nationally. The learning environment is vitally important for both students and staff. Getting these state of the art new facilities will not only allow us to welcome more new students to the college, it will also help us to continue to raise standards."

We offer a broad and balanced curriculum designed to ensure that every student has the opportunity to fulfil their potential. Students follow personalised pathways for learning which meet their individual needs. All students learn more about the world around them in Citizenship and RE lessons and through our tutor programme. Careers education, information, advice and guidance is offered to students in each year at Fullhurst Community College including trips and workshops, work experience and mock interviews.

We strive to ensure that work is closely matched to students' abilities and rigorous enough to provide the challenge necessary for students to achieve their very best. We know that some of our students have individual learning needs which may affect their progress across the curriculum and we have a committed team of teachers and teaching assistants trained to support students with a variety of needs, able to facilitate in class support, small group work and individual one-to-one support. Students showing aptitude in specific areas will join our more-able groups which run in all curriculum areas.

The positive benefits of the Pupil Premium can be seen across the college and particularly in the increasing percentage of students making better than average progress. We were extremely proud to be announced as Secondary Regional Champion at the Pupil Premium Awards 2017. The award recognises the college's success in raising aspirations and ensuring disadvantaged students can fulfil their full potential. We're continually looking to improve the outcomes for our students.



Transforming lives

Fullhurst Community College

Reasons to join our team



Fullhurst Community College first opened its doors in 1991 and we have never been more excited about our future.

We listen to our staff

Following a recent annual staff survey, 96% rated the performance of the college as good or very good. 97% said they would recommend the college to prospective parents.

We value our staff

We have signed up to work towards achieving the Wellbeing Award for Schools (WAS). This award focuses on ensuring effective practice and provision is in place that promotes the emotional wellbeing and mental health of both staff and pupils. *"Staff value the support they receive from senior leaders as well as the focus on their well-being."* Ofsted January 2018

What we can offer you:

- A comprehensive induction process, with all new teaching staff offered a mentor.
- Commitment to providing a supportive and developmental culture for all staff, through an extensive CPD programme.
- Collaborative planning sessions, where dedicated time is set aside for the department to plan collectively and therefore reduce workload.
- A comprehensive support structure.
- Developmental lesson observations which are not graded.
- Free access to our fully equipped on-site gym and preferable rates for college facilities hire.
- Cycle to work scheme - designed to promote healthy travel to work and reduce carbon footprint.
- Childcare scheme - allows money to be taken out of your salary before Tax and National Insurance.
- Eye care vouchers - help with your eye care if your work involves significant periods of time looking at a computer screen.
- Vectis discount card - an easy way to save in store on shopping, eating out and much more.
- Annual flu jab - to protect against those winter germs.
- Staff can always approach their line manager for assistance but they also benefit from a dedicated team who provide a confidential counselling service offering telephone or face-to-face appointments, 365 days a year.
- We're committed to equality and diversity. We have our very own Stonewall Champion and are committed to equal opportunities for everyone.
- We provide a wide range of activities and events for staff to relax and enjoy across the year including staff BBQs and sporting activities.
- We are part of the Teachers' Pension Scheme for teaching staff and the Local Government Pension Scheme for support staff.



Transforming lives

What staff have to say about Fullhurst Community College



“When I joined Fullhurst I was immediately impressed by the supportive nature of the staff and the desire that all staff share to make a difference to the students who attend the college. This has not changed in the time I have been at Fullhurst. I have had the privilege of leading on Teaching and Learning over the past few years, and have seen the college go from strength to strength in that time and know that we all share a desire to enable students to achieve the best possible outcomes that they can during their time with us. Fullhurst is a great place to work.”

Mrs C Bailey
Deputy Principal

“I started working at Fullhurst Community College as the Standards and Progress Leader for Maths and ICT in September 2016. Having worked previously as a second in department at a different school in the city, I was ready to influence students’ lives on a wider scale and this seemed the best opportunity to do so. When I stepped into Fullhurst Community College, I knew that this was where I wanted to work. The college’s goals fall in line with my personal goal as a facilitator of learning, which is that ‘every child irrespective of their background has the right to achieve and do well to the best of their capability’. The belief that teachers have in their students is the driving force behind our success. Students know that you genuinely want them to do well, and this dedication from both parties brings about the brilliant results the college continues to achieve. Staff development is also at the forefront of the leadership team and at Fullhurst I have been given opportunities to embark on courses to improve my leadership skills. Students at Fullhurst genuinely want to do well and the college provides them with the environment to do so. It is amazing to be part of the success story of a college which improves the lives of students in their community, giving them a chance to stand tall as equals with students from all over the country.”

Mrs V Adeniyi
Standards and Progress Leader, Maths and ICT

“Since joining as a fresh-faced NQT in 2012, I have seen Fullhurst go from strength to strength. The staff working here are an incredible team, which is reflected in the results, which continue to improve year on year. I have had the pleasure of teaching a diverse range of amazing young people at Fullhurst, many of whom still have strong ties to the college and keep us updated on their successes. Hearing about these positive outcomes is so rewarding and a big part of why I am still enjoying my time here six years later. I am proud to be part of the team as the college expands and very excited to see what happens in the future.”

Mr T Jones
Teacher of English and Film Studies

“I started working in education in 1992 as a teaching assistant in a primary school. In 1994, I began working as a TA at a secondary school mainly with two students with SEN, this was a very unusual role at the time. When the students left I became a science technician at the school. I joined Fullhurst Community College as a science technician in 2005. I have seen lots of changes over the years, for the better. I have been through several Ofsted visits with the college attaining higher outcomes each time. Working here is very rewarding, the staff are a great team, working together for the benefit of our students both academically and in their own personal development. Expectations of students are high and staff work together to help them achieve their best. Fullhurst is also a fun place to be!”

Miss T Marlow
Technician, Science

“I joined Fullhurst Community College straight after a successful School Direct programme and completed my NQT year here. Fullhurst have a fantastic NQT programme where you gain outstanding support to help you develop to become the best teacher you can. Two years later I was fortunate to be offered the position of Head of Physical Education. The reason I applied to work at Fullhurst is their ethos of transforming lives. I believe that as a teacher, you can provide every student with equal opportunities so that they can reach their full potential and that is exactly what Fullhurst offer. Working with a variety of students from completely different backgrounds, I find to be very rewarding and enjoyable. Every day something new can happen which keeps you on your toes! I love working here because you feel like you make a real difference to our students’ lives in both their academic and personal development.”

Miss M Bird
Head of PE

“I started working at Fullhurst Community College as receptionist back in 2008. I chose to work here because I had heard positive things and wanted to be part of a school that was evolving. After a time, I found myself really enjoying the engagement with the students, at this stage I knew I wanted to be in a role that offered more and found myself interested in the pastoral route. I became the Assistant Head of Year 8 and enjoyed this experience very much. Later I progressed to Head of Year, rolling with our year groups and every year group brought its own challenges and rewards. Four years on, I am now the static Head of Year 11 and loving it. I really enjoy this role as I get to see the students through their most crucial year and help support them through college applications and exams. It is also amazing to come and be a part of results day and makes it all worthwhile! I enjoy working here because I like being part of a fantastic pastoral team that is dedicated and committed to helping our students achieve their best. I enjoy the daily challenges and I look forward to even more future successes.”

Mrs R Buckle
Head of Year 11

“I joined Fullhurst in 2014 as a Curriculum Leader in the Mathematics & ICT Faculty. I have been supported effectively throughout my time at the college which has allowed me to professionally develop quickly as an individual and enabled me to make a bigger impact on the outcomes of our students. It is clear that Fullhurst is relentlessly driven by a clear moral purpose of improving the life chances of all of our students. This is done not only through the curriculum we deliver but the huge variety of extra-curricular opportunities on offer. I am proud to be a part of the positive impact that Fullhurst Community College has on students, staff and the community”.

Mr S Willcock
Assistant Principal

“I joined Fullhurst Community College in 2013 as Cover Instructor. Having graduated from university at a later stage of my life, I wanted to make a contribution to society by working with teenagers from challenging backgrounds. I work closely with staff and students which enables me to develop relationships of mutual respect and trust with colleagues and at the same time build positive relationships with my students. At Fullhurst, staff are encouraged to develop their skills and are given ample opportunities for professional development. This motivated me to apply for a new position and in autumn 2018 I was successful in securing the role of English Mentor. I am passionate about English, as a mentor I teach English to small groups of students and I thoroughly enjoy the outcomes I achieve. I chose to work at Fullhurst because I wanted to make a difference to young peoples’ lives. If you are passionate about transforming and improving the lives of young people, then this could be the school for you.”

Ms F Bhattay
English Mentor

Fullhurst Community College

Recruitment advertisement



Post title: ICT Technician (Level 2)

Salary: Grade 4 Points 7-10 (starting salary is £19,554 per annum)

Contract type: Permanent, Full Time

Hours: 37 hours per week (Mon – Thu 8am-4pm with 30min lunch and Fri 8am-3.30pm with 30min lunch)

Responsible to: Network Manager

Due to the expansion of Fullhurst Community College, we are seeking an ICT Technician to provide support and assistance for the ICT facilities, equipment, software & networks within the College.

In 2017 our Progress 8 score of +0.64, placed Fullhurst as one of the top 200 schools nationally. Our excellent 2018 outcomes have seen a 12% rise in the number of students achieving a grade 5 or above in both English and Maths. Additionally, we are very proud to be the Department for Education 2017 Pupil Premium Secondary Regional Champion, 2017 Leicester Mercury School of the Year and 2018 finalists in the Pearson National School of Year Awards.

As a college, we passionately believe in transforming the lives of young people from one of the most deprived communities in the UK. With over 50% of our students from disadvantaged backgrounds, we know that our success is genuinely doing this. If you want to be part of our continued success and if you believe in improving the life chances of young people from disadvantaged backgrounds we look forward to receiving your application.

Further details, including the application form, are available from our website www.fullhurst.leicester.sch.uk or by emailing recruitment@fullhurst.leicester.sch.uk

A letter detailing why you are a suitable candidate for the position should accompany your completed application. Completed applications should be returned to The Principal, Fullhurst Community College, Imperial Avenue, Leicester, LE3 1AH or via email at recruitment@fullhurst.leicester.sch.uk

Closing date: Tuesday 7 May 2019

Fullhurst Community College is committed to safeguarding and promoting the welfare of all children and young people. Please note that an Enhanced DBS (Disclosure and Barring Service) statement will be obtained for the successful applicant.



Fullhurst Community College

Job Description



Post title: ICT Technician (Level 2)

Salary: Grade 4 Points 7-10 (starting salary is £19,554 per annum)

Contract type: Permanent, Full Time

Hours: 37 hours per week (Mon – Thu 8am-4pm with 30min lunch and Fri 8am-3.30pm with 30min lunch)

Responsible to: Network Manager

Core purpose of the post:

To provide support and assistance for the ICT facilities, equipment, software & networks within the College.

Specific responsibilities of the role:

- To ensure the college centre's ICT problems and queries are dealt with promptly and effectively.
- To ensure that the ICT facilities are set up in time for each class, lesson or educational session.
- To respond quickly and effectively to queries and requests for help from students, teachers and support staff.
- To keep abreast of new developments in ICT, especially those relating to education and the college's curriculum.
- To ensure adequate measures are taken to prevent damage and corruption to operational software, applications and data.
- To ensure access is denied to unsuitable material.
- To ensure requests for information and reports are responded effectively.
- To maintain adequate stocks of ICT components, spares and consumables.
- Follow and adhere to all college policies and procedures including data protection policy, equality and diversity policy, health and safety policy, safeguarding children in education - child protection policy.

These are the highest level objectives, see “Level Criteria Matrix” for objectives at other levels.

Summary of Job tasks: (Each task taking at least 10% of the post holder's time)

- Maintains and sets up ICT equipment and facilities for learning sessions.
- Supports teachers and pupils in educational sessions and assists/instructs them in their use of software and hardware.
- Assists with the identification of, and meeting the ICT needs and resolving any ICT problems of teaching and support staff.
- Oversees the inventory, maintenance and repair ICT equipment, software, etc.
- Liaises with professional staff and/or LA or external support staff to resolve problems or when planning new/changed ICT facilities.
- Assists with ensuring adequate arrangements exist for the security of data, systems and hardware.
- Maintains records and provide information for the Network Manager.
- Provides instruction, training, and advice on ICT equipment and software to teaching and support staff.

These are the highest level objectives, see “Level Criteria Matrix” for objectives at other levels.

Other responsibilities

- Attend internal and external meetings as and when required.
- Participate in professional development opportunities, with a willingness to develop additional skills and expertise.
- Keep up-to-date with current developments affecting your area of responsibility.
- Contribute to college development through identified communication and consultation channels.

- Contribute to the overall ethos / work / aims of the college.
- Carry out any other duties that may be reasonable as requested by the Principal or the Director of Resources.

It is a requirement of this post that the post-holder works on training days and ensures that the equipment is adequately serviced the week before the start of the new academic year.

While every effort has been made to explain the main duties and responsibilities of the post, each individual task is not identified.

This job description is current at the date shown, but in consultation with you, may be changed by the Principal / Director of Resources to reflect or anticipate changes in the job commensurate with the grade and job title.

Signature _____

Date _____

Fullhurst Community College

Person Specification



Post title: ICT Technician (Level 2)

Salary: Grade 4 Points 7-10 (starting salary is £19,554 per annum)

Contract type: Permanent, Full Time

Hours: 37 hours per week (Mon – Thu 8am-4pm with 30min lunch and Fri 8am-3.30pm with 30min lunch)

Responsible to: Network Manager

Training and education	Essential (E) / Desirable (D)
A-C Grade GCSE Maths and English or equivalent.	E
Up-to-date knowledge of PC and network operating systems and software.	E
A relevant ICT qualification.	E
See Level Criteria Matrix attached for requirements at different levels	
Experience and knowledge	
Experience in using & supporting PC-based software, e.g. MS Office.	E
Experience of troubleshooting and resolving ICT problems.	E
See Level Criteria Matrix attached for requirements at different levels	
Qualities and skills	
Able to learn and adapt to new ICT systems and applications quickly.	E
Able to install, diagnose problems & effect minor repairs to ICT equipment.	E
Able to prioritise own workload and to work unsupervised if necessary.	E
Ability to communicate effectively with staff external bodies, students and parents.	E
See Level Criteria Matrix attached for requirements at different levels.	
Equal opportunities	
Sensitivity to the needs of disadvantaged groups.	E
Must be able to recognise discrimination in its many forms and willing to put the college's equality and diversity policy into practice.	E
Other conditions	
Willing and able to learn and keep up to date with new ICT developments in the educational arena.	E
Willing and able to work outside school/college to support service needs.	E
A polite and helpful manner to staff, students, governors, parents and the wider community.	E
To be GDPR compliant.	
Must satisfy relevant pre-employment checks e.g. Disclosure and Barring Service (DBS).	E

*E = Essential D = Desirable

Element	Level 3 (ROLEID E9008a)	Level 2 (ROLEID E9008b)	Level 1 (ROLEID E9008c)
People Management	As lower level plus: Instructs, organises and checks work experience and graduate work placement staff (could be up to a year).	As lower level plus: Occasionally instructs/assists individual pupils on their projects (small groups up to 10) normally within the classroom with the teacher present within the room.	None.
Creativity required	As lower level plus: Investigates and recommends approaches for the school and/or college in the adoption of new technology. Implements new network technology across whole school/college, e.g. linking servers, restricting access. Investigates serious problems and recommends future approaches to minimise /solve problems. Recommends and costs replacement software and hardware.	As lower level plus: Assists teachers with planning new ICT curriculum requirements, costs, designing projects and lesson sessions, etc. Assists with the Production of posters/instruction sheets, especially covering H&S aspects of using the equipment. Undertakes research on the cost of replacement software and hardware items. Produces posters/instruction sheets, e.g. on proper equipment, software, use, etc. Prepare and maintain data	Assists ICT technician in the instruction of teachers and pupils in the use of ICT equipment and software. Assists with internet research on costs for replacement hardware and software items. Undertakes maintenance and repairs of hardware and software items.
Contacts	As lower level plus: Trains and instructs teachers and pupils in the use of ICT equipment and software on most days. Contacts equipment and software suppliers for ideas/quotes. Confirms lesson plans and classroom set up requirements with teachers. Supports/instructs supply/cover teachers, explaining how to use equipment and software new to them. Liaises with site/premises staff to resolve and/or arrange new or changed wiring, power point requirements, etc. Deals with frustrated or impatient teachers when PC's fail or software doesn't work as it should.	As lower level plus: Assists with instructing of supply/cover teachers, how to use equipment, software, etc. Instructs other non ICT teaching staff on the use of equipment e.g. Interactive Boards, Digital Cameras, etc, and resolving PC issues. Instructs small groups of pupils, with teacher present, e.g. software, equipment, etc. Deals with teaching and support staff with very different levels of ability within ICT. Run after school ICT activities for pupils/families	Undertakes classroom set up following liaison with teachers/ICT Technician.
Decision making	As lower level plus: Decides on best way to instruct teachers/pupils when new equipment or software is introduced. Decides on how best to structure own work schedule based on lesson plan and other work requirements. Recommends which equipment and software to purchase and in what quantities.	As lower level plus: Recommends the best way to resolve ICT problems that occur. Accesses information on equipment to purchase.	Decides which sequence to carry out work when set up of ICT equipment for learning sessions.

Element	Level 3 (ROLEID E9008a)	Level 2 (ROLEID E9008b)	Level 1 (ROLEID E9008c)
Objectives	As lower level plus: To ensure training and instruction is targeted towards the relevant topic or at the correct pupil/staff level of expertise. To ensure that network, classroom sessions and office staff who use ICT are subject to minimal disruption.	As lower level plus: To adhere to the training and instruction guidelines. To ensure the equipment and software is suitable for the task, project or curriculum.	To ensure that equipment has been set correctly to help the users/learners.
Resources used or managed	As lower level plus: Up to £50 when collecting money or to purchase consumables. Responsible for every type of hardware and software equipment in terms of storage and proper usage. Maintains a library for use by teaching staff. Responsible for ICT inventory records, see previous level.	As lower level plus: Assists with recording all ICT inventory records for hardware, software, e.g. user details serial, product Nos, licences, renewal details, etc. Assists with the safe storage and accessibility of every type of hardware and software equipment.	Responsible for returning hardware and software to correct storage after use. Checks that automatic or manual backups are done.
Interruptions and conflict situations & frequency	As lower level plus: Responsible for ensuring class timetables and individual teacher requests are met on a daily basis. Plans major changes and implementations minimising. Conflict/disruption to classroom schedules, e.g. at weekends. Resolves, where possible, multiple requests for the same resources by teachers, referring to manager if necessary.	As lower level plus: Resolves up to 10-20 problems of varying degrees each day such as network or server problems, failure to respond quickly would have an impact on classes and/or staff. Helps with major changes and implementations.	Reacts immediately to any problems that occur in a classroom situation either during set up and/or whilst lesson is in progress.
Physical effort & IT use required	As lower level plus: Standing and/or walking around majority of day depending on that day's workload. Sitting down configuring PC's and software. Lifting PC and monitors would be a daily requirement.	As lower level plus: Assists teachers/pupils by standing alongside and/or walking around. Assists by lifting and moving hardware equipment.	Lifting PC equipment, daily, e.g. when setting up lessons. Working under desks, crawling around floors, etc.
Working conditions	As lower level.	As lower level.	Indoors, office/classroom
Risks encountered	As lower level.	As lower level plus: Potential risks from electrocution when repairing PC's etc.	Injury could occur when lifting moving equipment.
Knowledge and Skill levels required	As lower level plus: Good knowledge of current network equipment, software and developments in ICT. Awareness of current education issues. Able to investigate, evaluate and recommend new ICT. Technologies/software to school teaching and admin staff. Able to troubleshoot hardware, software or network problems. Able to lead on ICT projects.	As lower level plus: Knowledge of ICT networks & client/servers. Knowledge of education software. Knowledge of H&S guidelines relating to ICT. Able to support teachers and pupils in ICT use. Able to instruct small groups of pupils. Able to help maintain and resolve ICT problems. Able to instruct and advise on ICT matters.	Knowledge of operating systems, software, PC, printer and peripherals sufficient to diagnose routine problems. Knowledge of Data Protection. Able to set up ICT equipment and facilities for lessons. Able to maintain records & information on ICT matters.