



Job Application Pack IT Helpdesk Administrator

**Hours of Work: Permanent, Full-Time (37 Hours per week), All Year Round
Salary: Grade 6 - Points 7-12, £24,293 - £26,421 Per Annum**

Two positions available:

- **7am – 3pm (Monday-Thursday), 7am – 2:30pm (Friday)**
- **9am – 5pm (Monday-Thursday), 9am – 4:30pm (Friday)**

Welcome from the CEO



Archway Learning Trust is a vibrant learning community where students are cared for, receive a high quality education and experience every opportunity to be successful.

School years are amongst the most important in our lives, helping us to develop the knowledge, skills and characteristics we need to succeed. At Archway Learning Trust, we are committed to giving every child the very best start that we can. We offer outstanding teaching and learning and exceptional personal support in an inclusive, faith based environment. I became a teacher because I believe in equal opportunities for everyone.

I also believe that every child has the right to an excellent education. Learning is at the heart of any good society and the opportunity to learn from teachers who are committed, enthusiastic and innovative is a right that all children should have.

Our mission is to help children to understand and believe in themselves, respect and care for others and to develop a wide understanding of faith, the world around them and their place within it. The determination of our youngsters to succeed, and the passion of our teachers to make a difference, makes me proud to be Chief Executive Officer of this diverse and dynamic family of Trust's.

S. Hampton

About the Trust

Archway Learning Trust, previously Bluecoat Academies Trust was formed in April 2014 as a result of the very long and successful history of Bluecoat Academy.

The Trust comprises of Bluecoat Aspley Academy, Bluecoat Sixth Form, Bluecoat Wollaton Academy, Bluecoat Beechdale Academy, Bluecoat Primary Academy, Bluecoat Bentinck Primary Academy, The Nottingham Emmanuel School and Sixth Form, The Long Eaton School, Lees Brook Academy, Alvaston Moor Academy, Bluecoat Trent Academy and the Bluecoat SCITT Alliance (School Centred Initial Teacher Training).

Our aim as a Trust is to shine a spotlight nationally and internationally on our inclusive ethos so that more schools and academies can be encouraged to take up our approach to inclusive, enriching, knowledge based teaching, preparing young people for lifelong learning based firmly on our Christian principles.

The growth of the Trust is a truly exciting time for prospective candidates who are looking to further their careers in a dynamic learning community that has opportunity at every point to share and learn from each other in order to become the best that we can be.

We are proud of our diverse student population and passionate to create a staff team reflective of this diversity. We actively welcome applications from all backgrounds and you can be assured of a warm welcome at Archway.

Our Schools

Bluecoat Aspley Academy

Bluecoat Academy Aspley is the largest school in the Trust and was the founder of Archway Learning Trust (previously known as Bluecoat Academies Trust). The Academy is both distinctively Christian and inclusive with all students being part of a large, diverse and multi-ethnic family that we are very proud to be a part of. Bluecoat Aspley Academy is a School of Sanctuary, welcoming students and families from all backgrounds.



Bluecoat Aspley
believe in yourself, in others, in God

Bluecoat Wollaton Academy

Bluecoat Wollaton Academy has 800 learners and is both distinctively Christian and inclusive, with a relentless ambition to enable every member of our Academy 'family' to be the best they can be. Bluecoat Wollaton was graded as 'Outstanding' in all categories in its Ofsted inspection in 2018. The school's outcomes place it consistently in the top 10% in the country and it was also awarded the highly coveted World Class Schools Quality Mark, which is awarded to the top schools in the country.



Bluecoat Wollaton
believe in yourself, in others, in God

Bluecoat Beechdale Academy

Bluecoat Beechdale Academy is a growing school, with over 800 students on roll. The numbers have increased each year since our sponsorship began and we are delighted with the growing confidence that local families are expressing by making Beechdale their first choice school in increasing numbers. Bluecoat Beechdale Academy is not formally designated as a Church of England Academy, but shares the ethos and many of the Archway values.



Bluecoat Beechdale
Academy
Believe, Belong, Achieve

Bluecoat Primary Academy

Bluecoat Primary Academy opened in January 2015. The primary school is located near our Bluecoat Beechdale Academy in a brand new state of the art building on Harvey Road and is home to 420 primary aged children, 26 Nursery pupils and a small focus provision for children with ASD. Like Bluecoat Aspley and Bluecoat Wollaton Academy is both distinctively Christian and inclusive.



Bluecoat Primary
believe in yourself, in others, in God

The Nottingham Emmanuel School

The Nottingham Emmanuel School is a Church of England secondary and Sixth Form, with 1,000 students, including over 140 in the Sixth Form. The £25 million site is located near the banks of the River Trent in West Bridgford. The School is a diverse community, serving families and students from every academic, social, faith and ethnic background. Emmanuel has been praised nationally for its outstanding work as an effective, inclusive Church school.



Bluecoat SCITT

Based at Bluecoat Aspley Academy, the Bluecoat SCITT offers school based Teacher training in a range of schools and subjects. As an accredited provider of school based teacher training, we are committed to training outstanding teachers to work within the East Midlands region. Our comprehensive one year School Direct Training Programme is offered for both Primary and Secondary trainees, as well as a salaried option in certain subjects.



Bluecoat SCITT Alliance
Nottingham

Bluecoat Trent Academy

The Bluecoat Trent Academy opened its doors in September 2021 with the founding cohort of Year 7 pupils. BTA is an 11-16, non-faith school. The new build for the academy will be built on the former site of Clarendon College, on the edge of Forest Fields, close to Mapperley Park. Whilst the new academy is being constructed BTA will, for the first two years, be based in its own building on the site of Bluecoat Aspley Academy on Aspley Lane. The school will be underpinned by the ethos of all the Archway academies whilst establishing its own unique vision and values.



Bluecoat Bentinck Primary Academy

Bluecoat Bentick Primary Academy officially joined of Archway Learning Trust in September 2023, becoming our second primary academy. The school has a proud and rich history of serving the children and community of Nottingham since 1880; we are delighted to be part of its next chapter! Bluecoat Bentinck is a popular, diverse and multi-cultural Academy in the heart of Nottingham City. The Academy’s vision of ‘Together We Make a Difference’ underpins our commitment to work together to achieve our common purpose of transforming lives of the children we serve. Staff at Bentinck are committed to supporting and teaching the diverse cohort of learners, creating the conditions to enable all children to thrive in their education. Bentinck is a happy, calm and welcoming place to be where children are kind, respectful and are proud to represent Bluecoat Bentinck.



Bluecoat Bentinck Primary Academy

Lees Brook Academy

Lees Brook Academy based in Derby has 1,120 students and is a school that puts its students at the heart of everything it does. The school’s motto ‘Lead, Believe, Create, Succeed’ was chosen by its students and is at the core of everything that the school does. Lees Brook is passionate about its extra-curricular provision in particular the thriving Duke of Edinburgh scheme. Lees Brook is a school that cares for the people within it.



Lees Brook Academy

Alvaston Moor Academy

Our Academy vision is at the heart of everything we do, ‘Ambition, Manners and Achievement’. We also recognise the importance of positive relationships, equality and respect. Situated in the heart of the City of Derby, it serves a diverse local community and serves families from many different backgrounds. The curriculum offered is broad and specifically designed to engage and challenge its students.



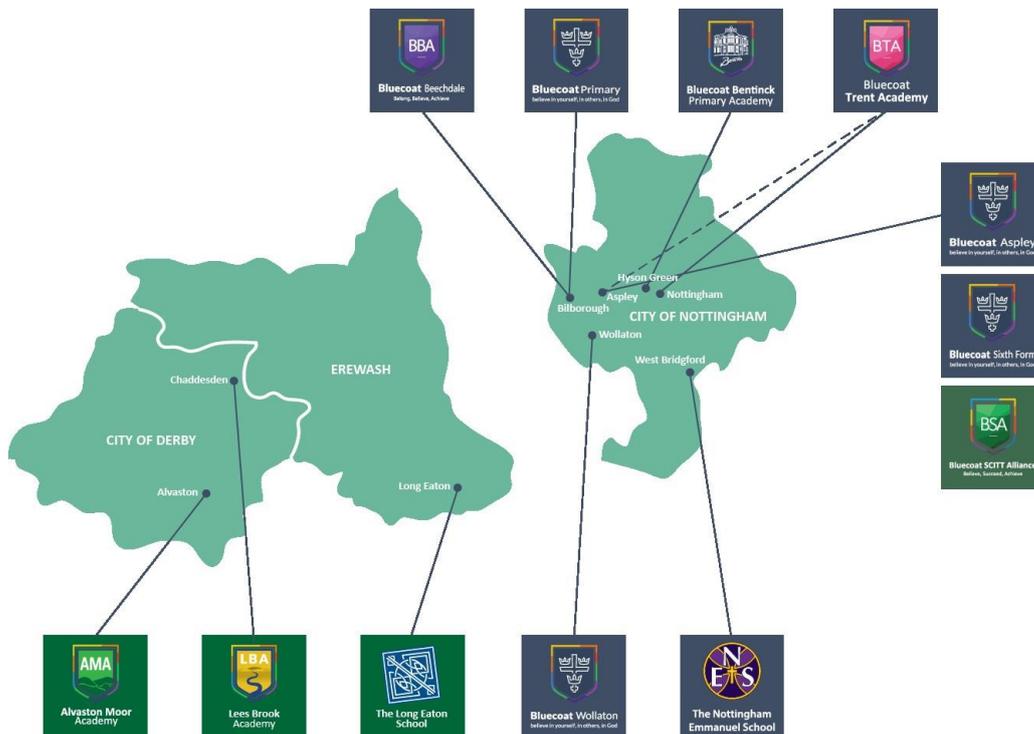
Alvaston Moor Academy

The Long Eaton School

The Long Eaton School with 1,078 students is built on a long tradition of academic success, dating back to 1910. The school has gained an excellent reputation for the quality of its educational provision and its developments in Literacy and Numeracy have earned the school the prestigious Quality Mark and our approaches have been shared nationally as a model of good practice.



School Locations



Welcome from the MAT Team

Stuart Anderson – Deputy CEO (DCEO)



Stuart joined Archway in 2015 and has worked in a number of senior roles for the Trust including Principal, Executive Headteacher and Regional Director prior to becoming DCEO. He has direct responsibility for a number of schools in the Trust but also in the strategic leadership of standards, quality enhancement and delivering the Trust's strategic vision. As Principal, Stuart led Bluecoat Wollaton to attain exceptionally highly. The school secured an 'Outstanding' Ofsted grade in 2018 in its first inspection, officially became a 'World Class' School in 2020 and was recognised as 'Excellent' in its SIAMS Church Inspection in 2021.

Michelle Walshe – Chief Corporate Services Officer (CCSO)

Michelle is our Chief Corporate Services Officer with responsibility for all aspects of our Governance and corporate compliance. She also oversees marketing and communications, academy services and is the Trust's DPO. Michelle has over 20 years' experience in the education sector and has previously led and managed the admissions and appeals activity across the Trust as well as deliver process improvement and effective people management of large teams.

Nathan Jeremiah – Chief Operations Officer (COO)

Nathan has over thirteen years' experience in the education sector, having worked in a variety of management and leadership roles and brings significant sector experience to the Trust drawn from his work with the Department for Education and consultancy support with trusts nationally. Nathan's leadership of operational matters at Archway focusses on efficient and effective IT, Estates, Health & Safety, Cleaning, Catering PFI, Capital Development and Major Projects services across our family of academies.

Stuart Bird – Chief Finance Officer (CFO)

Stuart joined our Trust in October 2022 and has spent the last ten years in senior finance director positions across the NHS where he says the challenges are "remarkably similar" to education. Stuart has also worked in finance and operational directorship roles for a number of successful businesses in the private sector, including financial services, nursing and residential care. He is a Chartered Accountant and is well versed in building and delivering a strong finance team that provides an excellent service to the organisation it supports.

Dave Taylor – Director of Education

As Director of Education, Dave is responsible for the Quality of Education, Continuous Professional Learning (CPL) and the Quality Assurance of Teaching and Learning. Dave leads the Central Education Team and the Implementation Group, which comprises local VPs and APs for Teaching and Learning. Dave's main educational passion is to ensure children improve their reading and he is the main architect of the Trust's driving improvement priority 'Every child in an Archway school will become a fluent reader'.

Chief People Officer - Sarah Goodwin

Sitting on our Executive Leadership Team, Sarah is heading up our HR team to provide an effective service across the entire organisation. Sarah brings a wealth of knowledge and experience with her, with her most recent position being Deputy Chief People Officer and Associate Director of Organisation Development for the Government of Jersey.

Ben Dobbs - Director of Technology and Insights

Ben has a passion for the use of the technology and data to drive change both in the classroom and in the wider organisation. Having started as a maths teacher at Emmanuel, he moved through senior leadership before leading our trust wide data function and most recently combining that with technology. Ben's extensive experience in both education and technology uniquely positions him to bridge the gap between pedagogical practices and technological advancements. His vision and expertise drive the implementation of cutting-edge solutions that enhance educational outcomes and operational efficiency.

The Vacancy

As a valued member of IT team “Are you passionate about technology and eager to help others? We have an exciting opportunity for you to become a vital part of our IT Helpdesk team! As a member of our team, you'll be the first point of contact for our users, providing top-notch technical support and troubleshooting assistance. You will gain hands-on experience with cutting-edge technology, work in a collaborative and fast-paced environment, and have the chance to grow your skills through continuous learning and development opportunities.

Join us and be part of a team that values innovation, teamwork, and excellence. “

Candidates should pay attention to the job description/person specification and explain within their application how they meet the criteria, whilst also describing what they will bring to the post from their own knowledge and experience.

Applications

For more information about Archway Learning Trust and the vacancy, please visit www.archwaytrust.co.uk/vacancies. To apply for the role click apply which will take you to the application form for the post. We would encourage you to refer to the job description and person specification, demonstrating your suitability for the role.

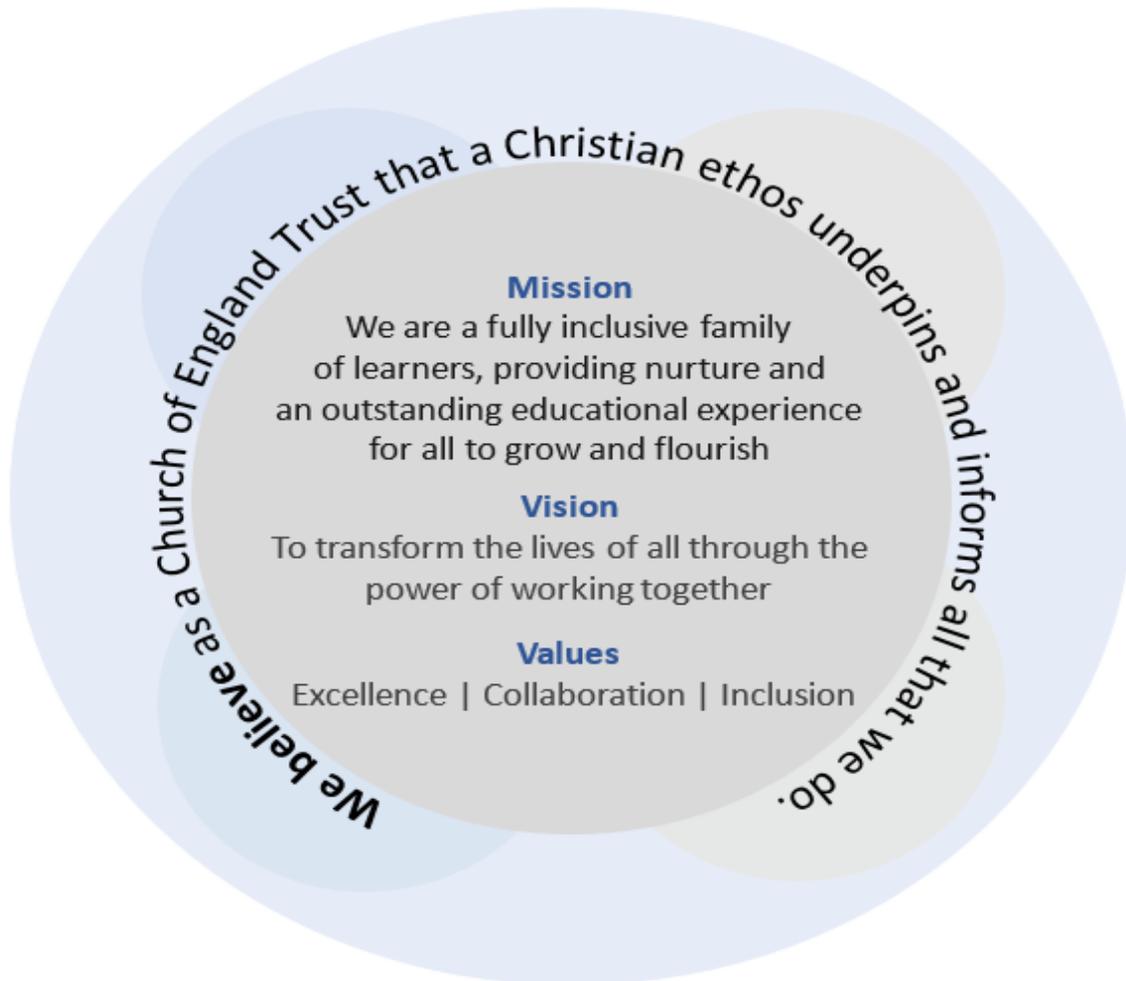
Closing Date: Wednesday 14th August 2024 9am

Interview Date: Wednesday 21st August 2024

Due to the number of applications we receive, it is with regret that we cannot respond to every application, if you do not hear from us within two weeks of the closing date, please assume that on this occasion your application has unfortunately not been successful.

Trust Ethos, Mission, Vision and Values

The Trust believes in the transformational power of education for each individual and that this is enhanced through collaborative working between the academies.



Working Together, Transforming Lives

Safeguarding Children and Young People

Archway Learning Trust is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. Appointment to this post will be subject to the following satisfactory pre-employment checks:

- Health
- Identity
- Relevant work qualifications
- Right to work in the UK
- Barred List Check (previously List 99)
- Disclosure & Barring Service Check (for all staff and volunteers)
- References
- Childcare Disqualification Declaration Check (relevant Primary School posts only)
- Online Searches

Job Description

POST TITLE: IT Helpdesk Administrator

GRADE: GRADE 6

RESPONSIBLE TO: IT Support Manager

JOB PURPOSE

The primary purpose of the IT Helpdesk Administrator role is to provide technical support and assistance to end-users within the organisation. This position plays a critical role in ensuring the smooth operation of IT systems, troubleshooting technical issues, and delivering timely solutions to enhance overall productivity and user satisfaction.

GENERAL RESPONSIBILITIES

1. Support the overall Christian ethos of the Trust.
2. Be aware of and comply with Trust policies and procedures including but not exhaustive of:
 - Acceptable Use of IT Policy
 - Code of Conduct
 - Extremism & Radicalisation Policy
 - Health, Safety and Security Policy & Guidance
 - Keeping Children Safe in Education (Part 1) Guidance
 - Safeguarding Policy and Training Slides
 - Whistleblowing Policy
 - IT Pack including Acceptable Use Statement
 - Health, Wellbeing and Benefits Policy
 - Finance Policy
3. Be aware of and support difference and ensure equal opportunities for all.
4. Contribute to the overall aims of the Trust and Academy Improvement Plans
5. To develop and implement own professional development and skills.
6. To behave in a manner that is professional, friendly, fair with students and colleagues demonstrating and role modelling politeness and respectfulness.
7. To demonstrate an excellent record of attendance and punctuality.
8. Work cooperatively as part of the Trust wide staff team
9. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.

SPECIFIC RESPONSIBILITIES

- Act as a first port of call for all technical queries and issues across the trust.
- Respond to user inquiries and provide technical assistance via phone, email, or in-person.
- Troubleshoot hardware, software, network, and connectivity issues for end-users.
- Resolve technical problems efficiently to minimise downtime and disruptions.
- Receive, log, prioritise, and track helpdesk tickets using ticketing software.
- Ensure timely resolution of tickets based on defined service level agreements (SLAs).
- Maintain accurate and detailed documentation of troubleshooting steps and solutions.
- Create, modify, and disable user accounts and access permissions as per IT security policies.
- Install, configure, and update software applications, operating systems, and drivers.
- Assist the IT Support Manager in recording, updating and annually verifying all assets owned by the Trust.
- Develop and maintain user guides, FAQs, and knowledge base articles for common IT issues.

- Conduct training sessions or workshops to educate users on IT best practices and tools.
- Promote self-service options and empower users to troubleshoot minor issues independently.
- Collaborate with IT teams, vendors, and external service providers to resolve complex technical issues.
- Escalate unresolved tickets or critical incidents to senior IT personnel or management as needed.
- Participate in IT projects, upgrades, and system implementations, providing technical expertise and support.
- Ensure compliance with IT policies, procedures, and regulatory requirements.
- Generate reports on helpdesk metrics, ticket trends, resolution times, and user satisfaction feedback.
- Identify areas for process improvement and recommend proactive solutions to enhance IT support services.

STAFF CONDUCT

- All employees are expected to familiarise themselves and follow the Trust vision and ethos during their working lives with Archway Learning Trust.
- We are professional people and expect professional conduct (behaviour and language) based on mutual respect, good manners, politeness, and common courtesies for all members of our community. We expect that at all times employees behave in a manner that role models positive behaviours for our students to follow.
- Physical violence, verbal abuse and swearing are unacceptable and not tolerated.
- Employees are expected to maintain a professional relationship with students.
- Staff will be fully supported by the Trust at all times in carrying out the behaviour policy.

DRESS CODE

- The Trust expect staff to wear professional business dress mirroring our high expectations of our student dress code.
- Some functions within the Trust are required to wear uniform that will be supplied by the Trust.

PERSON SPECIFICATION – IT TECHNICIAN	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING		
NVQ Level 4 or equivalent qualification in a relevant discipline		*
Take responsibility for own professional development and be willing to partake in further in-service or external staff development of training.	*	
Possess or must be willing to train for the “First Aid at Work” or “Emergency First Aid at Work” qualification approved by the HSE.	*	
KNOWLEDGE		
Desktop computing systems, such as Microsoft, Apple and Linux and be able to confidently use them when supporting users.	*	
Experience with IT support tools such as ticketing systems, remote desktop software, and diagnostic utilities.	*	
Good working knowledge of GDPR and IT security practices	*	
Familiarity with networking concepts, basic server administration, and cloud services.		*
Strong working knowledge of Microsoft 365, particularly teams and exchange administration.	*	
Experience of any bespoke software solutions such as MECM, SQL, JAMF, Senso Cloud, NET2		*
EXPERIENCE		
Working within desktop and application support.	*	
Working within an educational setting		*
Supporting server and network infrastructures.	*	
Provided basic training to users on application use, health and safety, etc.		*
Hardware support such as printer installation and device maintenance.	*	
Providing excellent helpdesk support to users	*	
Experience working with ITIL (Information Technology Infrastructure Library) best practices or familiarity with IT service management processes.		*
Previous experience in a helpdesk or technical support role, preferably in a corporate or IT service environment.		*
PROFESSIONAL SKILLS		
Confident user of a majority of hardware, OS and desktop applications including educational software.	*	
Understands the principles of structured cabling, connecting network devices and the functions of routers, switches and network file systems.	*	
Understands general and specific health & safety issues affecting ICT for both self and all users.	*	
Understands the importance of documenting system configuration information.	*	
Excellent verbal and written communication skills with the ability to explain technical concepts to non-technical users.	*	
Understand the principals of the Data Protection Act and GDPR and be able to put them into practice.		*
Active listening skills and the ability to gather information effectively to understand and resolve user issues.	*	
PERSONAL QUALITIES		
Confidence and independence	*	
Ability to work unsupervised and independently understanding Trust roles and responsibilities and your own position within these.	*	
Builds and maintains effective relationships with colleagues and stakeholders in a fair and equitable manner.	*	
Good time management skills	*	
Be flexible to the changing demands of the post	*	
Work as part of a team	*	
Commitment to Equal Opportunities	*	

Willingness to work within the Christian framework of the Academy Trust.	*	
Satisfactory enhanced Disclosure and Barring Service Check.	*	