



Role Profile and Person Specification

IT Network Manager

Date:

April 2023

Created by:

The Beckmead Trust

The Beckmead Trust Overview

About Us

The Beckmead Trust opened on April 1st 2019. It was founded on the outstanding work of the Beckmead Family of Schools which ran eight outstanding sites in Croydon. This work is continued and enhanced by the excellence of our three South London Academies: Beckmead Park, Beckmead College and Chaffinch Brook. The Trust sponsors three other academies: Moundwood Academy in Harlow, Roundwood School and Community Centre in Harlesden and The Ropemakers' Academy in Hailsham. Our latest sponsor is a residential school called Wells Park in Chigwell which joined us in the summer term of 2022.

The Beckmead Trust also has three other schools in the pre-opening phase: The Greenwell Academy in Harlow, The Sir Geoff Hurst Academy in Chelmsford and The London River Academy in Richmond. We are also just about to welcome The Flagship School which will convert into the Trust before Easter 2023. When this period of growth is completed the trust will be responsible for the education and care of over 1100 disadvantaged children and young people. This represents an enormous responsibility and a tremendous privilege.

Beckmead believes in working with all members of the trust community to foster life-enhancing outcomes and a sustainable sense of progress and happiness. Partnership work is at the heart of everything we do and supports the growth of the Trust which will bring an amplified voice for our youngsters and families. Enthusiastic, expert governance ensures that the Trust delivers the best possible value in every arena. The central team is compact but their skills and work ethic mean that every possible penny is spent on front-line staffing and resources.

Vision, Mission and Ethos	
Our Vision:	To deliver exceptional education and support for traumatised children and young people identified as having SEMH or autism and challenging behaviour and other categories of Special Educational Needs.
Our Values and Beliefs:	<p>Love; Unconditional positive regard Associations with empathy, compassion and care All individuals are worthy of recognition and value</p> <p>Flourishing; The ultimate expression of ongoing growth A noble aim of education Aim to live virtuously Achieve a good life and nurture a desire to thrive</p> <p>Social Justice; Celebrate fairness Equality and democracy for our pupils and families Workforce development Professional teams and partnerships</p> <p>Community; A fundamental human need is to belong Notions of family, tribes and clans allow distinct identities to prosper under a wider, collective sense of identity Develop living, organic communities that fuse education and care and believe in social pedagogy</p>
Our Ethos;	<p>A stimulating, relevant, exciting curriculum where our pupils thrive and flourish</p> <p>Sustainable Outcomes, transitions and Qualifications for disadvantaged children and young people</p> <p>Excellence in professional learning and development Dynamic, empathic, ambitious leadership and governance everywhere Sound business systems that support excellence and growth</p>

Role Profile / Job Description

Job Title:	IT Network Manager
Department:	The Beckmead Trust
Grade Range:	£40k to £45k
Hours:	Full-time 36 hours per week
Location:	<p>Beckmead Trust Offices: Bridle Rd, Croydon CR0 8HQ (shared site Forest Academy)</p> <p>Travel may be required to sites outside of the Croydon hub:</p> <p>Beckmead Moundwood Academy: Commonsides Rd, Harlow, Essex CM18 7EZ</p> <p>Ropemakers' Academy: Reef Way, Hailsham, East Sussex, BN27 1FB</p> <p>Roundwood School and Community Centre: 49 Longstone Avenue, Willesden, London, NW10 3UN</p> <p>Wells Park School: School Lane, Lambourne Road, Chigwell, Essex IG7 6NN</p> <p>The Flagship School: The Ridge, Hastings, East Sussex, TN34 2AE</p>
Reports to:	DDT - Director of Data and Technology (and Information Systems)
Role Purpose and Role Dimensions:	<p>The Beckmead Trust is seeking a highly skilled IT Network Manager to support the DDT in leading the technology needs of our Special Needs Multi Academy Trust in the South East of England. The successful candidate will report to the DDT on all matters while also working closely with the Headteachers and Senior Leaders to develop IT services in alignment with the trust's digital and core strategies.</p> <p>You will be responsible for managing and maintaining the Data and Technology systems and supporting the local school teams Trust-wide to deliver an outstanding Data and Technology service supported in partnership with our trusted service providers.</p>
Commitment to Diversity:	As a member of the central Trust team takes individual and collective professional responsibility for championing the Trust's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also, commit to continually developing a personal understanding of diversity.

Key External Contacts:	<p>The wider Education Community across all current and future school areas The DfE, Local Authority & other Central Government agencies Key Suppliers including but not limited to MIS, Printing, VoIP, ICT Managed Services, ICT contracts for new schools and all other software and hardware suppliers</p>
Key Internal Contacts:	<p>Head Teachers, Senior Leadership Teams and All Trust Staff Executive Team and Central Trust Team Trustees, Members, Chair of Governors and the Board of Governors</p>
Other Considerations:	<p>The environment in special schools can be far more intense and continuously presents a variety of both mentally and physically challenging situations for staff at all levels.</p>

Roles and Responsibilities

Overall:

- Ensure all roles and responsibilities undertaken have clear workflows and data trails that allow effective tracking and monitoring tools to be used for KPI, staff performance and department capability capture and analysis
- Provide regular reports to the DDT on department and supplier risks, performance, developments and possible improvements
- Support the development and implementation of technology strategies in line with the trust's data and core strategies as led by the DDT
- Stay up-to-date with the latest technology developments and trends and make recommendations for implementation
- Training in Connection with New Technology – Undergoing appropriate training for new technology and assisting in the implementation of computerised systems
- Superuser and Admin portal management and responsibility across the Trust and all schools
- To provide input into strategic decisions on all school systems that relate to the use of data and technology as defined by the trust digital and core strategies and the DDT
- Ensure the Trust commitments to each school are enforced alongside ensuring all contractual KPIs are met to the highest standard
- Oversee onboarding activities and regular audits of new schools, the central Trust and existing schools' data technology systems reporting and taking the lead from the DDT
- Manage assigned data technology staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions
- Support the DDT to manage the budget and take responsibility for assigned budgetary areas and resources of the data technology department
- Provide technical/in-person support to and work in close collaboration with the Estates, HR, Finance and Education teams in the Central Trust
- Curate the bespoke Landing Pages for Data and Technology in The Beckmead Trust
- Interpret and report external service response data and provisionally assess effectiveness
- Provide comprehensive management information and reports regarding service trends and incident analysis, using industry standard metrics

<p>Infrastructure:</p>	<ul style="list-style-type: none"> → Manage and oversee the daily operations of the data technology department, including hardware and software systems, network infrastructure, and user support → Ensure the security and reliability of the data technology systems through regular maintenance, upgrades and audits → Collaborate with other departments and stakeholders to identify and prioritize technology initiatives for review by the DDT → Provide technical leadership and guidance to team members in the central team and wider schools → Oversight of all the synchronisation technologies used in the Trust and all Schools - ensuring they are running during business hours → Ensuring the MIS integrates fully with the data technology network and third-party systems used across the Trust → Ensure all data technology assets are accounted for and readily available for use by students and colleagues and for any audit purposes → Manage the deployment, monitoring, maintenance, development, upgrade, and support of all data and technology systems, including
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	<p>servers, laptops, PCs, tablets, phones, teaching screens, conference systems, operating systems, hardware, software, digital signage, signing in systems and peripherals</p> <ul style="list-style-type: none"> → Implement appropriate security measures to protect all data and technology assets, including hardware, data and confidential information → Identify and evaluate risks associated with all components of the data and technology infrastructure → Assess risks and develop recovery procedures for key IT systems (including but not limited to Disaster Recovery Plan and Business Continuity Plan); identify improvements to systems and suggest solutions → Ensure the trust's backup, virus protection and security procedures are always online and working, with reference to protecting hardware, data, confidential information and maintaining safeguarding protocols → Keep up to date with current security risks and work proactively to mitigate reasonably practicable measures → Ensure that a comprehensive Internet and filtering service is provided → Physically install desktop, server, network and multimedia hardware and software → Perform advanced diagnosis procedures on PCs, peripherals, photocopiers and applications → Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests → Prioritise resolution of problems and determine whether external support is required; allocate tasks between support colleagues, including recording requests, following up calls and implementing a maintenance schedule
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<p>Managed ICT Service and External Supplier/Vendors:</p>	<ul style="list-style-type: none"> → Ensure, with the support of the DDT, ICT Managed Service or any External Supplier/Vendor, that a consistent data technology service is delivered across the Trust → Establish and maintain high-quality learning facilities and assist the DDT in all future planning and developments → Oversee assigned data and technology upgrades/projects following defined and iterative protocols that ensure culpability and action points are delegated to all key parties (particularly suppliers/vendors) in the process → Performing advanced troubleshooting - ensuring a consistent service level, identifying potential network issues → Escalating unresolved problems to the relevant supplier/vendor in an effective and timely manner → Escalate support issues to external support service/s when necessary → Escalating to the DDT any items that are high risk in a timely and proactive manner → Work with external suppliers/vendors so the Trust has the best in class architecture, security, disaster recovery, service provision as well as any future identified IT standards are in place → Negotiate and administer assigned service agreements related to IT Support and Data Management as directed by the DDT
<p>Education:</p>	<p>Support all networking, hardware, software and associated technology elements of:</p> <ul style="list-style-type: none"> → Pupil assessment, analysis of data and creation of assessment templates → School Timetable and Options Management including the construction of the whole school timetable and day-to-day maintenance → Examinations – Ensuring efficient administration of both internal and external examinations is proactively supported through the data
	<p>technology systems</p> <ul style="list-style-type: none"> → All other internal MIS and data system functions including but not limited to Safeguarding, Inspections, Behaviour, Examinations, Assessment and Interventions

<p>Administration:</p>	<ul style="list-style-type: none"> → Establish and maintain regular communications with the School's SLT, Heads of Departments, Administrators and other end users regarding Data and Technology activities - ensuring the smooth operational running of every school → Providing guidance and support to colleagues on effective data and technology usage → Ensure that all IT services are in compliance with child protection or any other relevant legislation. <p>Support all networking, hardware, software and associated technology elements of:</p> <ul style="list-style-type: none"> → External Returns – Production of external returns that are pupil-driven to maximize funding (this will include but is not limited to: Pupil Census, School Workforce Return and other DfE, Local or Central government authority requirements) → The production of technical documentation and user guides → Admin training → The Single Central Record → The externally supplied HR, Finance and Estates systems → All other internal MIS and data system functions including but not limited to Registration, Consultations, Admissions, Compliance, Safety, HR management, Finance protocols, Signing in systems and ID card management
<p>Other</p>	<ul style="list-style-type: none"> → Comply with the Trust's policies, financial regulations and scheme of delegation at all times → Undertake any other reasonable duties as required by the Executive Team → Recognise own strengths and areas of expertise and use these to advise and support others → Provide regular support and direction to the Data/Technology/IT team members to ensure quality of service provision and that any professional development needs are met where appropriate → Innovate, extrapolate and integrate a diverse range of systems and platforms working towards standardisation, unification and economies of scale to ultimately benefit our diverse students → Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.

Key Accountabilities and Result Areas:	Key Elements:
Confidentiality:	<p>This will involve: Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the School/Academy's databases. Any breach of these rules and protocols will be subject to a disciplinary investigation. There are internal procedures in place for</p>
	<p>employees to raise matters of concern regarding such issues as bad practices or mismanagement.</p>
Equalities:	<p>The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.</p>
Health and Safety:	<p>Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should cooperate with management, follow established systems of work, use protective equipment where necessary and report hazards to management.</p>
To contribute as an effective and collaborative member of the Team:	<p>This will involve: Participating in training to be able to demonstrate competence. Participating in safer recruitment training. Participating in the ongoing development, implementation and monitoring of the service plans. Championing the professional integrity of the trust. Supporting Best Value and electronic management of processes. Actively sharing feedback on policies and interventions</p>
Data Protection:	<p>This will involve: Being aware of the legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply. Maintaining staff records and archive systems in accordance with departmental procedures and policies as well as statutory requirements. Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.</p>

Person Specification	
Job Title:	IT Network Manager
Essential Requirements:	<ul style="list-style-type: none"> → Bachelor's degree in Computer Science, Information Technology, Data Science or related field → Proven experience as an IT, Data or Network Manager in a similar leadership role → Excellent ICT skills including using Google Workspace, Microsoft InTune/Azure AD, Arbor, Admin Portal → In-depth knowledge of network infrastructure, hardware, software systems, and security → Excellent leadership, communication, and project management skills → Ability to lead and manage a team, including the hiring and training of staff → Experience with managing budgets and vendor relationships → Familiarity with the education sector and special needs education → Excellent and proven management and leadership skills. → Proven problem solver, with a focus on efficiency, best value principles and the effective management of conflicting priorities. → Good written and oral communication skills. → Strong administrative & organisational capability → Able to demonstrate resilience – especially when faced with demanding workloads. → Ability to work unsupervised, and to exercise a high degree of initiative. → Able to maintain confidentiality and sensitivity in all circumstances. → The ability to represent TBT professionally and appropriately, by phone, by email and in meetings. → Able to build constructive and productive work relationships at all levels. → Excellent numeracy/literacy skills. → Manage a multi-disciplinary team effectively. → Relate well to children, young people and adults. → Persuade, motivate, negotiate and influence. → Self-evaluate personal learning needs and actively seek learning opportunities. → Have emotional resilience
Desirable Requirements:	<ul style="list-style-type: none"> → Knowledge of data system architecture and dependencies → Project management experience → Experience in change management and/or managing reorganisation/restructuring programmes → Requirement to work outside of core hours, in order to attend meetings as necessary → Ability to drive → Experience in the education sector

Information for Candidates

Application:	<p>Please use the standard application form on our website, CVs are not accepted. Please complete all parts of the form, including your full work history with no unexplained gaps since leaving school education. Include all the training you have completed, particularly those which have helped you prepare for headship. You may wish to include a covering letter of no more than two sides of A4 when typed. Please address the person specification to the Director of Data and Information Systems (Jayesh Parmar) and provide evidence of impact from your experience by making reference to what you have learnt from your education as well as work and life experiences.</p>
References:	<p>Please make sure your referees are aware of your application and that they are able to provide a quick turnaround. One reference should be from your current Headteacher or Chair of Governors. Both should be contactable through their official email address. References will be taken up before the interview. All applications will be treated with the strictest confidence.</p>
Safeguarding:	<p>The Beckmead Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. There will be a need for the successful applicant to undertake a criminal record check via the DBS. The successful candidate will be required to sign a declaration form declaring they are not disqualified from undertaking work with children under 8 under the Childcare (Disqualification) Regulations 2009.</p> <p>We are committed to having a workforce that reflects the diversity within our community where everyone is treated with dignity and respect. We seek to ensure that our working environment is one that respects and includes everyone regardless of their sex or gender reassignment; marital status (including a civil partnership); sexual orientation; race, language, ethnic or national origins and nationality (including citizenship); religious belief; disability and/or medical conditions; age; whether they have dependants; trade union membership status and activity or political views/affiliations.</p>
For enquiries please email:	<p>recruitment@beckmeadtrust.org</p>