



NEWSTEAD WOOD SCHOOL

"creating opportunities for success"



CANDIDATE PACK

JOB ROLE: IT Technician

*A highly selective girls' state secondary school,
with a co-educational Sixth Form.*



OUR SCHOOL

Newstead Wood School, founded in 1954 as Orpington Grammar School for Girls, is renowned for academic excellence and a strong sense of community. With six forms of entry, modern facilities, and the motto *Fortitudine Crescamus* ('May we grow in strength'), the school supports both academic and personal growth. Students are assigned to one of six houses - Nightingale, Wren, Swift, Falcon, Griffin, and Phoenix - building identity and belonging.

The school offers unique opportunities like international trips to Japan, New York, Borneo, and Malta, plus electives in film, photography, classical civilisation, and fencing. With a focus on highly able students and strong career support, Newstead Wood School consistently earns an 'Outstanding' rating from Ofsted, with the most recent inspection in 2022.

WELCOME FROM THE HEAD

We are looking for people to join us at Newstead Wood School who are passionate about education and their subject, dedicated to fostering a love of learning, and committed to inspiring our talented and able students. We seek dynamic and inspirational staff who share our vision and commitment to providing a broad and high-quality education. Whether you're a seasoned educator or just starting your teaching career, we welcome individuals who thrive in a collaborative, diverse and inclusive environment and are eager to contribute to our vibrant school community.



We are delighted to have been named as London State Secondary School of the Year 2025 in this year's Sunday Times Parent Power schools guide!



'The strong culture and relationships at Newstead Wood School form the foundation on which our students develop character, initiative, tenacity, collaboration and creativity across all subjects and disciplines. The excellent academic results and outstanding destinations represent the confidence created and progress made within our community.'

Paul Norman, Headteacher



ACADEMIC EXCELLENCE

GCSE RESULTS 2024
Grade 9 **40%**

A LEVEL RESULTS 2024
Grade A*- B **85%**

GO TO A RUSSELL GROUP
UNIVERSITY 2024 **40%**

MOST POPULAR COURSES FOR UNIVERSITY

Medicine
Biomedical science
Computer science
Engineering
Economics
Accountancy
Fashion and Fine Art
Law
Maths
Politics and Philosophy
Psychology

MOST POPULAR UNIVERSITY DESTINATIONS

University of Oxford
University of Cambridge
Kings College London
Imperial College London
University College London
London School of Economics
University of Bristol
University of Nottingham
University of Warwick
Durham University
University of Sheffield

ELECTIVE PROGRAMMES

Medicine, Dentistry, Veterinary
Oxbridge Programme
GCSE Statistics
Crest Science Programme
Model United Nations
Jack Petchev Dance Programme
Fencing
Neuropsychology
Yoga



CAREERS & TALKS

Industry talks with leaders to provide students with career insights

MENTOR STUDENTS

throughout university application process with mock tests and interviews

SUPPORTING PUPIL PREMIUM STUDENTS

SPORTING EXCELLENCE

Netball
Football
Rugby
Hockey
Badminton

KENT NETBALL CHAMPIONS

PARTNERSHIP WITH BROMLEY TENNIS CENTRE



DIGITAL PLATFORMS TO SUPPORT LEARNING

Sparx Maths
Sparx Science
Sparx Reader
Seneca Learning
MS Teams
Kerboodle
Uplearn
Massolit



TRIPS & VISITS

France Spain
USA Switzerland
World Challenge trip to Borneo 2026

INTERNATIONAL EXCHANGE PROGRAMMES

Mandarin
Japanese
Latin



In the Sixth form, students enjoy demanding work and use academic vocabulary to question and challenge concepts readily.
Ofsted

Leaders promote a coherent, integrated and nurturing approach to the well-being of pupils.
Ofsted

Pupils thrive here. They are happy and safe in the school's nurturing environment.
Ofsted

We found pupils positive, focused and eager to speak their minds - a good reflection of the independence of thinking nurtured here.
Good Schools Guide 2023

CLUBS & SOCIETIES

Music
Sports
Film and Drama
Debating
Science
Medical Societies (MUA/MUN)
Languages
Arts and Graphics
Design and Textiles
Literature
Chess, Games, Puzzles



INTERNATIONAL COALITION OF GIRLS' SCHOOLS (ICGS)
As one of the UK's leading super selective schools, we are proud to be part of this global network dedicated to empowering young women through education, collaboration, and advocacy.



ACADEMIC EXCELLENCE FUND



ALUMNI NETWORK

DUKE OF EDINBURGH'S AWARDS



DEGREE APPRENTICESHIPS

Goldman Sachs
Barclays
Atkins
Charles Russell Speechlys
GSK

STEM LONDON COLLABORATION

providing quality Subject-specific CPD combining expertise in teaching and learning Science



THE ROLE

ROLE:	IT Service Technician
REPORT TO:	IT Service Site Manager
DEPARTMENT:	IT
HOURS:	Full Time
SALARY:	£30-£35k DoE
CLOSING DATE OF APPLICATION:	Wednesday 15 April 2026

Role Purpose

To contribute to the provision of a comprehensive, effective, and efficient IT service. You'll play a key role in first-line support, maintaining IT systems, and ensuring the smooth operation of technology across the school.

Key Responsibilities

- Providing first-line support to resolve technical issues and minimise disruption to teaching, learning, and administration.
- Monitoring and maintaining the performance of end-user devices and peripherals, escalating issues where necessary.
- Supporting the stability, security, and functionality of the school's IT infrastructure under the guidance of your Line Manager.
- Contributing to the implementation of change requests and ensuring compliance with IT security protocols.
- Assisting staff, students, and visitors in the effective use of IT systems and resources.
- Maintaining accurate records and contributing to service improvement through documentation and knowledge sharing.

Specific Duties

- Respond to assigned service desk tickets promptly and diligently, helping meet operational level agreements.
- Log incidents reported verbally to ensure proper tracking and resolution.
- Use the knowledge base and historical ticket logs to inform diagnosis and resolution.
- Record detailed diagnostic information to support knowledge base development.
- Escalate unresolved issues appropriately within the IT Service.
- Support, maintain, and deploy IT hardware and software, including operating system imaging, patching, and peripheral installation.
- Undertake basic hardware repairs and upgrades, and install drivers as required.
- Diagnose and resolve software faults across devices.
- Install and maintain standard network cabling and perform basic diagnostics on network equipment.
- Follow instructions to manage user accounts and permissions securely.



- Maintain an accurate hardware and software asset register.
- Test and verify backup procedures on a scheduled basis.

General

- Build and maintain positive working relationships with colleagues across the school, other sites in the London IT Service, central teams, and external partners.
- Contribute to a flexible, proactive, and collaborative team culture within the IT Service.
- Uphold all United Learning policies and procedures, including safeguarding, child protection, health and safety, confidentiality, and data protection.
- Produce clear, accurate documentation in line with service standards.
- Engage in training, development activities, and the Professional Development process to continually build skills and knowledge.
- Provide informal guidance or support to colleagues and trainees where appropriate.
- Represent the school and IT Service professionally at events when required.
- Support and promote the ethos and values of United Learning.
- Undertake any other reasonable duties commensurate with the role and grade, as directed by the IT Service Manager or school leadership.
- Occasional evening or weekend work may be required for planned events (such as open evenings, concerts and events) or scheduled maintenance, with reasonable notice. Rarely, unplanned outages may require additional support. We manage these collaboratively and aim to ensure a fair approach to workload.

This job description outlines the main duties and responsibilities of the role but is not an exhaustive list. Duties may vary within reason according to the needs of the school or IT Service. It will be reviewed annually as part of the performance management process and may be amended following consultation with the postholder.

Person Specification

Essential

- At least 1–2 years' experience in a technical support role.
- Solid troubleshooting skills across hardware, software and peripherals.
- Familiarity with Windows devices and Microsoft 365 applications.
- Working knowledge of user administration in Active Directory and Entra ID.
- Good customer-service and communication skills, with the ability to support non-technical users.
- Ability to organise workload, prioritise tasks, and work proactively.
- Commitment to safeguarding, data protection, and professional conduct.
- Willingness to learn and engage in ongoing professional development.

Desirable

- Relevant IT qualification (e.g., Level 3/4, A+, apprenticeship).
- Working knowledge of Group Policy fundamentals.
- Experience working in a school environment.
- Understanding of networked systems.
- Familiarity with classroom AV equipment.
- Exposure to ticketing systems or ITIL practices.

Working Pattern & Expectations

- Full-time, all-year-round role.
- Occasional evening or weekend work for key events or maintenance windows (with notice).



- Travel to nearby schools within the IT service may be required.

Safeguarding

United Learning is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo DBS checks and safeguarding training.



Mission statement:
For Information Technology to underpin the best in everyone so that teachers can bring out the best in pupils



Simplicity

- We always seek to 'keep IT Simple', thereby reducing risk and cost whilst improving manageability and service to end-users.
- We use language that is Simple to understand by being clear, coherent and concise.



Empathy

- We embody the values of Empathy to understand and feel a person's predicament, using that to inspire the level of service that we would expect ourselves.
- Empathy helps our users to feel better connected to the service we provide.



Resilience

- Our individual and team Resilience helps us to recover from difficult situations.
- We do not judge ourselves on our mistakes, but on our ability to recover and learn from them.



Voice

- We actively listen to the Voices of our team and consider everybody's input.
- We actively listen to the Voices of our users to better understand them so that we can build solutions and services around their needs.



Integrity

- We are open and honest, even in our mistakes and our weaknesses.
- We always endeavour to do the right thing, even if that means presenting ourselves with challenges.



Collaboration

- We are stronger together by combining our skills, experience, and knowledge.
- We share our work rather than reinventing the wheel.
- We use our successes as individuals to drive those of the whole team.



Empowerment

- We Empower our team members to learn and grow by trusting and enabling them.
- We let team members think for themselves and encourage them to forge their own paths to embody our mission statement.

Simplicity | Empathy | Resilience | Voice | Integrity | Collaboration | Empowerment



United Learning
The best in everyone™

▪ Ambition ▪ Confidence ▪ Creativity ▪ Respect ▪ Enthusiasm ▪ Determination



THE DEPARTMENT

United Learning is one of the UK's largest and most established school groups, giving you far more than a standalone school IT role. You'll be part of a growing, well-connected London IT Service, working alongside a community of IT professionals who collaborate daily, share expertise, and support each other across a network of 21 schools. With a large team and a broad technical estate, you'll gain exposure to a wide range of technologies and real opportunities to stretch your skills. Internal progression is genuinely achievable and actively encouraged.

You'll be joining a service that values professional development, teamwork, and continuous improvement, giving you a strong platform to grow your career within United Learning.

More Support

- High quality training and career development for all staff.
- Access to a nationwide network of peers, events, and professional communities.
- Comprehensive wellbeing programme, including free counselling, financial/legal advice, and 24/7 online GP access.

More Opportunities

- Opportunities to support cross school projects and broaden technical expertise.
- United Learning invests heavily in its people. You'll be supported, developed, and valued as part of a collaborative IT team.
- We have a strong track record of colleagues moving into more senior roles.

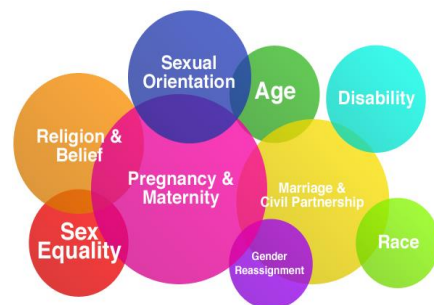
Who We're Looking For

You'll thrive in this role if you:

- Enjoy helping others and solving technical problems
- Are organised, friendly, and eager to develop new skills
- Have practical experience or training in IT support
- Want a role where you can grow within a large, supportive organisation

EQUAL OPPORTUNITIES

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. We particularly welcome applications from BAME candidates as they are currently under-represented at Newstead Wood School.





WHY WORK WITH US?

Competitive Pay



Competitive remuneration & benefits. For teachers, we guarantee to pay above the maintained sector.

Pension Scheme



Generous TPS/LGPS pension schemes to all academy based colleagues. (26.68% TPS and 22.9% LGPS)
Both schemes will pay a death in service payment of 3 times your pensionable pay.

Health Care Cash Plan



Money towards the cost of essential healthcare such as trips to the optician, dentist or physiotherapist up to certain annual limits. Virtual GP access 24/7.

Cycle to Work Scheme



Tax efficient cycle to work scheme.

Discounts



Access to over 250 exclusive discounts on everything from coffee and cinema tickets, to holidays, shopping and gym memberships through Perkbox.

Discounted RAC Cover



Free On-site Parking



Free Annual Flu Vaccination



Support and Training

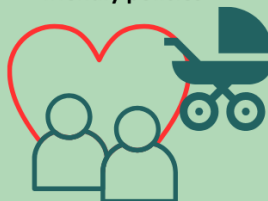


Career Development and CPD



We offer a robust professional development programme including in house training, external courses and a mentoring/coaching scheme to support your growth.

Enhanced Parental Leave and Family friendly policies



Enhanced maternity pay and a supportive company sick pay policy

Employee Assistance Programme



Confidential independent advice and support on a range of financial and legal matters, counselling and support with a 24/7 helpline.

Excellent Transport Links



Rail services to central London and Kent & the South Coast depart from Orpington station (18 minutes walk). The area is served by a number of bus routes. Free parking is available to all staff onsite.

Staff Wellbeing classes & socials



Access to free of charge yoga classes, fitness classes and "Let's talk" clubs. Staff socials including quizzes, parties and a choir.

Car Lease Scheme



Access to great discounts on car leasing of low emission cars through a direct debit scheme



HOW TO APPLY

You can complete the application online via the school website [here](#).

If you have any questions or would like an informal discussion or school visit, please contact our HR Department: recruitment@newsteadwood.co.uk or call 01689 853626.

INTERVIEWS

The closing date for applications is Wednesday 15 April 2026

Applications will be reviewed as they are received. The school reserves the right to appoint at any stage of the recruitment process; early applications are therefore encouraged.

Please note, we do NOT accept applications by Curriculum Vitae.

SAFEGUARDING NOTICE

Newstead Wood School is committed to ensuring the highest levels of safeguarding and promoting the welfare of children and young people, and we expect all our staff and volunteers to share this commitment. All offers of employment are subject to an enhanced Disclosure and Barring Service (DBS) check, references, an online search, and where applicable, a prohibition from teaching check will be completed.

RECRUITMENT POLICY

Newstead Wood School is working hard to become a more diverse organisation which is key to our commitment to bringing out the best in everyone. We welcome applications from everyone committed to this ethos and would particularly welcome applications from minority candidates. We always appoint on merit.

If you consider that the provisions of the Equality Act 2010 apply to you, or if you require assistance at any stage of the process, please contact the HR Department, telephone 01689 853626 or email recruitment@newsteadwood.co.uk. Newstead Wood School actively supports equality, diversity and inclusion and encourages applications from all sections of society.

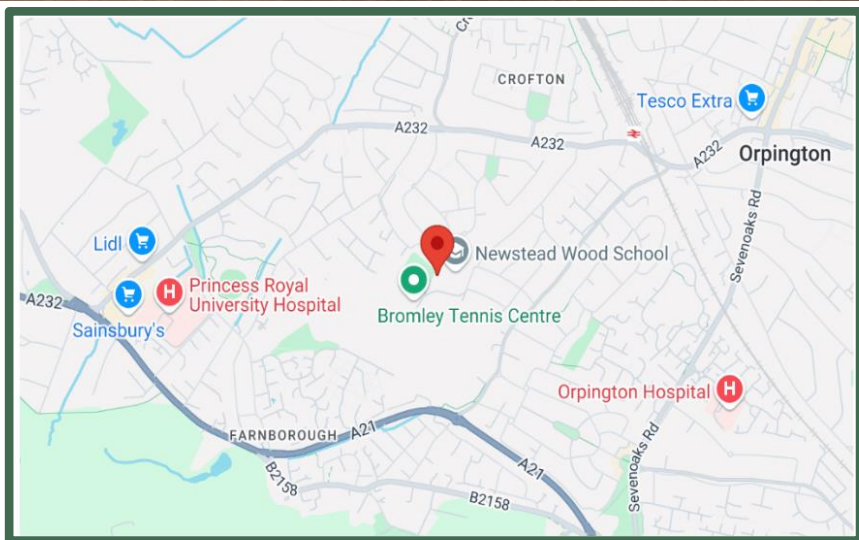
USEFUL LINKS

[School Website](#)

[School Prospectus](#)

[United Learning Group](#)

[UL Benefits](#)



LOCATION:

Newstead Wood School
Avebury Road
Orpington
BR6 9SA
Telephone: 01689 853626



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