



Haberdashers'
Academies Trust
South

IT Support Apprentice Recruitment Pack

February 2025



Together, stronger

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Dear Candidate,

Thank you for your interest in an Apprenticeship in IT Support.

We are a Trust of nine schools, all based in South East London. Whilst each of our schools maintains its individuality, we share a common mission: to ensure that every single child and young person in our care is successful at school so that they can flourish and be successful in their lives. We are committed to ensuring this success from 3 to Forever, under our mantra of 'once a Haberdasher, always a Haberdasher'.

Our People Strategy is key to our success and integral to this is our commitment to equity, equality, diversity, and inclusion . Bringing this to life is the responsibility of every member of staff. We take seriously any behaviour which undermines it. Anyone applying to work with us, should share this commitment.

Please take a look on our website for more information. We want the best people to join our Haberdashers' community and are committed to a diverse and inclusive student and staff body.

If you are passionate about making a difference and feel that you have the right experience and expertise, I encourage you to apply to join us on our journey.

For a confidential discussion regarding this post, please contact Trust Recruitment Lead, Yas Affum on y.affum@habstrustsouth.org.uk

I look forward to hearing from you.

Jan Shadick
Chief Executive Officer
Haberdashers' Academies Trust South



About Haberdashers' Academies Trust South



We are a multi-academy trust consisting of four secondary schools and five primary schools and have been educating children and young people since 1876.

Our moral imperative at that time was to ensure that every child in our care received the best possible education in order to make the best start in life. That moral imperative remains today, underpinned by ethos of working together and our values of being ambitious, always growing and contributing to the world as global citizens.

In a complex world, we need our children and young people to be as well equipped for their future as possible so that they can flourish. We will support them to become compelling individuals so that by the time they leave us they will have experienced a range of opportunities that not only build their mind but also build their character.

We are proud to be a diverse community and take seriously the need to ensure that every child, young person and adult connected with our schools feels included, welcomed and listened to. This is an important part of who we are and our commitment to equality and fairness. This commitment remains at the forefront of our work.

To find out more about Haberdashers' Academies Trust South, please visit: www.habstrustsouth.org.uk

VISION 2026 Every School an Excellent School

It is the Trust's vision for all of our schools to be excellent schools. Our mission is to ensure that every one of our children and young people flourishes at school so that they can be successful in their lives.

Our three main objectives are:

- Excellent outcomes for all children and young people so that they can be successful in their next steps and future lives;
- To be regarded as a great employer, attracting, retaining and developing the best staff;
- To be the Trust of choice and a welcome presence in our communities.

[To find out more about our Vision and Strategy, please visit our website.](#)

Our sponsors are a huge part of the culture within our schools. The links with our sponsors are a unique and special part of what makes our Trust and schools what they are today.



The Worshipful Company of Haberdashers'

Our main sponsor is the Worshipful Company of Haberdashers, one of the Great Twelve Livery Companies of the City of London. Education is hugely important to the Haberdashers' Company and today there are more than 12,000 children and young people in its family of 19 schools. The Haberdashers' network of maintained and independent schools stretch across the country, covering north London, Shropshire and Monmouth and our own Trust, in south London and Kent. We have regular opportunities to collaborate with the wider network of Haberdashers' schools on a number of initiatives and events.

The Haberdashers' Company supports our pupils in many ways. There are a number of educational and careers initiatives that are organised by the Company, such as the Livery Academy Awards, Monmouth - City of London Work Experience, Haberdashers' Musician of the Year, an annual Year 7 visit to the prestigious Haberdashers' Hall, cross school sporting competitions, mentoring, trips and much more. Each year, a number of Year 13 pupils receive scholarships that will support them financially through university and the Company fund a number of projects throughout the school year. The relationship with the Haberdashers Company is central to the success of the Haberdashers' Advantage enrichment programme, and pupils, parents and staff are proud of this relationship.

Being part of the Haberdashers' community is very important to us as a school. The Haberdashers' formally visit us each year to hear from the children, to see what has been happening in our school and to celebrate our achievements. The Haberdashers' Company supports pupils, past and present, as they progress through their educational and professional journey, which offers our pupils something truly unique.

Find out more: www.haberdashers.co.uk

Temple Grove Schools Trust



Temple Grove Schools Trust is a charitable trust dedicated to raising standards in primary education. The Trust was founded some 50 years ago and springs from one of the country's oldest prep schools, Temple Grove founded in 1810. The Trust seeks to provide all children with a breadth and depth of learning opportunities in order to realise individual aspirations and potential.

Our primary schools are extremely fortunate to have a partnership with the Temple Grove Schools Trust. Schools benefit from bursaries that allow us the opportunity to give our children learning experiences they may not get at other schools; including music lessons, professional coaches and multiple trips.

Find out more: www.templegrove.org.uk

Role Description

Job Title: IT Support Apprentice

Contract Type: Permanent

Salary: Band 2, S5 £24683 – Band 2, S8 £26418

School: Hatcham College and Borough Academy

Location: Jerningham site; Pepys Road sites (New Cross, SE14 5NY) and; Borough site (94b Southwark Bridge Rd, London SE1 0EX)

Hours Per Week: Full time, flexible working considered

Accountable To: Area IT Manager (Borough & Hatcham Clusters)

About the role

The Apprentice IT Support Technician is responsible for providing day-to-day support at the schools, whilst supporting other members of the team. The successful candidate will also be responsible for supporting day-to-day IT operations in the absence of the IT technician and Senior Technician. You will be a primary point of contact for anyone who logs a support request, and therefore must be approachable, friendly and solution-focussed.

Reporting

This role reports into the Area IT Manager (Hatcham and Borough)

Staff Development

Our staff are important to us. We know that without great staff, our children will not be as successful. Therefore, Professional Learning is key to our success. As a new employee within the Trust, you will be supported by the Senior Directors of People and Professional Learning, alongside your line manager to realise your full potential.

We are proud to be a London Living Wage employer.



Role Description

Key responsibilities

Support

- Log all support requests with relevant information on helpdesk
- Support with administration of IT systems and tools
- Record and replace defective equipment within the helpdesk
- Assist with relocation of hardware when required
- Maintain and update the Cluster hardware and software inventory
- Manage AV/IT services at events and ensure that the services meet the high expectations of the Cluster
- Pro-actively assist with any other IT support requests that may arise

Regular checks

- Weekly checks of all IT suites, stock levels and IT equipment within classrooms

System Development

- To develop a high level of liaison with administrative, curricular and support staff across the Trust in order to maintain a clear understanding of their aims and IT needs
- To assist in the development of systems for the on-going work of the Trust, maintaining an awareness of developments in the world of software, hardware and related IT topics
- To participate in the work of the Trust development working groups

Health and Safety

- Assist in the Trusts program of Portable Appliance Testing
- Complete or assist in completing risk assessments
- Comply with Health and Safety guidance from the Trust and the Health and Safety Executive
- Move equipment and consumables around and between Trust sites

A sizable amount of the Trust's IT equipment is installed at a high level, including projectors, speakers, and wireless access point. Therefore, members of the team are required to work at height on the appropriate equipment including ladders, towers, scaffolding

Role Description

Key responsibilities

Security/Data

It is essential that the Apprentice IT Technician understands the critical nature of the Trust's data and takes all necessary measures to ensure its confidentiality, integrity, and availability. The security of the Trusts data is one of the most important considerations for all members of the team, second only to safety. This includes:

- Ensuring appropriate backups are taken on a regular basis to minimise the risk of data loss in the event of a system failure or other disaster.
- Ensuring appropriate security software such as anti-virus and anti-malware is in place and regularly updated to protect the Trust's infrastructure from potential threats.
- Ensuring all systems and applications are secured against external attacks, whether through the internet or any other means, by implementing firewalls, access controls, and other security measures.
- Ensuring all media containing Trust data such as hard disks, memory pens, tapes, floppy disks, etc. are secure at all times and disposed of in a manner that ensures data cannot be retrieved.
- Ensuring staff follow the Trust's Data Protection Policy and comply with relevant regulations and standards, including GDPR and Cyber Essentials.
- Conducting regular security audits and risk assessments to identify vulnerabilities and address them proactively.

Person specification

	Essential Criteria	Desirable Criteria	Method of Assessment: Application (A) Interview (I) Assessment (AS) References (R)
Education & Qualifications	<ul style="list-style-type: none"> GCSE Maths and English Grade C or above (or equivalent). 	<ul style="list-style-type: none"> A previous background in IT/as an IT apprentice 	<p>A, I</p> <p>A, I, AS</p>
Knowledge & Experience	<ul style="list-style-type: none"> Managing Windows Computers Installing software User support Maintaining printers and other computer peripherals Basic support of MS office packages Ability to create easy to understand documentation 	<ul style="list-style-type: none"> Working across a partnership of schools or across schools within a Multi-Academy Trust setting Basic understanding on network technologies Knowledge on Apple Mac Knowledge on Android and iOS Helpdesk experience MIS management Basic experience of managing windows servers Managing Office 365 users MS SharePoint administration MS Teams Inc. calling Knowledge of Audio-Visual systems Previous experience in education ITIL Experience 	<p>A, I, AS, R</p> <p>A, I, AS</p> <p>A, I, AS, R</p> <p>A, I, AS, R</p>

“High quality professional clerking is crucial to the effective functioning of the Trust. Trust and Local Boards should set demanding standards for the service they expect from their clerk and assure themselves that they are employing a clerk with the skills, training and knowledge required for their board.”

The DfE

“ I applied to Haberdashers because it’s always been one of those prestigious schools and I just wanted to be a part of the Trust.

There is always somebody here to support you, to push you, to drive you and we all share the same goal – to provide a good education for all the children that come to our schools.”

Primary Principal



Staff Benefits

At Haberdashers' Academies Trust South, we believe that investing in our staff is crucial for our success. That's why we offer a range of benefits that cater to your professional growth, well-being, and financial security.

Here are some of the benefits you can expect when you join us:

Perkbox: Our cutting-edge reward and benefits platform empowers you to acknowledge your colleagues' accomplishments through its celebration tool. You can gain flexi and reward points, which can be redeemed at various high street and online retailers for treats and every day essentials. Additionally, you have the option to make charitable donations.

Pension Scheme: (eligible and enrolled participants): From 1 April 1 2024, for teachers, the Trust will contribute 28.68% to your pension fund. Support Staff will receive a 19.80% contribution to their pension pot from the same date.

Professional Learning: Our dedicated team at Habs Institute for Professional Learning is devoted to nurturing your professional growth. We offer excellent training opportunities for all staff throughout the year and provide partial funding for qualification pursuits.

Employee Assistance Program (EAP): Our EAP encompasses a 24-hour, free, and confidential counselling service. It includes access to online cognitive-behavioural therapy and management consultations to support Line Managers.

Well-being: Enjoy complimentary access to the award-winning Headspace app, along with free mindfulness courses to enhance your overall well-being.

Staff Development: Explore secondment opportunities within the Trust or external organisations, providing valuable experiences for your professional development.

Ride to Work and Cycle to Work Schemes: Take advantage of substantial discounts through tax allowances for either purchasing a bike or opting for bike hire, promoting a healthier and more sustainable commute.

Season Ticket Loans: Enjoy discounted annual travel fares through our salary-deductible Season Ticket Loan and save on your travel overall.

We are committed to helping you thrive in your career and personal life. Join our team and enjoy the benefits of working with a supportive and forward-thinking organisation.

Why Haberdashers?

Staff Incentives

We know that staff are our greatest asset in achieving our vision for every school to be an excellent school and for our children and young people to flourish and succeed.

To incentivise like-minded and talented people who care about the work we do at the Trust, to join us and stay with us, we have recently introduced :

Talent Connect Bonus

Refer a friend or connection to apply for a role at the Trust and receive a £300* bonus when they successfully complete their probation period.



Welcome Reward

Those employed in 'hard to fill' roles to receive a Welcome Reward of £500* after successfully completing their probation period.



Milestone Appreciation Award

Long-serving members of staff to receive a £500*** reward and congratulatory letter from the CEO for reaching 5, 10, 15, 20 and 25-year anniversaries with the Trust.



* subject to tax and National Insurance contributions, and other terms and conditions. Some senior leaders will be exempt from receiving the Talent Connect Bonus.

Why Haberdashers?

“I really enjoy being able to make an impact on the different aspects of school life. If you want to apply, then you should just give it a go. There is so much opportunity for growth here.

- Secondary school support

“ Working in the Trust and in this job, I just love it. I love everything about it. There are so many opportunities in the Trust for growth and expansion”

- Secondary school support





Recruitment process and additional recruitment information

Closing date:

We reserve the right to close this job advert early if we receive sufficient applications. It is advised that you submit your application as soon as possible to avoid disappointment

Closing date: 28th February 2025

Interview date: Interviews will take place as and when suitable applications are received

Start date: ASAP

Recruitment Process:

Once you have submitted your application, it will be reviewed against the criteria in the person specification. On the basis of this review, you may then be invited to attend an interview. Details will be made available when selected, but the interview is likely to include:

- A written task, presentation
- Panel Interview

Special Requirements:

If you require reasonable adjustments prior to your interview, these can be arranged by emailing centralhr@habstrustsouth.org.uk

Equality and Diversity:

We recognise the benefits of a diverse workforce. We are committed to eradicating discrimination in the workplace, becoming an employer of choice, for all staff to believe that they have a voice and be empowered to make a difference

References: We will obtain references from your referees if you are successful at interview. In order to prevent any delays, please ensure that the reference section of the application form is accurate and completed in full.

Right to work in the UK: Section 8 of the Asylum and Immigration Act 2006 makes it a criminal offence for an employer to take on a new employee whose immigration status prevents him/her from taking up employment. If you are invited to attend an interview, you will be asked to produce original and up to date documentary evidence of your right to work in the UK.

Data Protection: Any data about you will be held securely with access restricted to those involved in dealing with your application in the selection process. By signing and submitting your application form, you are giving consent to the processing of your data.

Criminal Convictions: All education establishments in the UK are exempt from the Rehabilitation of Offenders Act 1974. In practice, this means that all applicants must inform on all spent and unspent convictions on their application form and when completing a Disclosure and Barring form. Failure to provide this information may result in dismissal. List 99 is also obtained on anyone who will be working or coming into contact with children; and must be received by the School before employment can commence.



Haberdashers' Academies Trust South

For a confidential discussion about this post please contact Trust's Recruitment Lead, Yas Affum on y.affum@habstrustsouth.org.uk

Thank you for your interest in the
Haberdashers' Academies Trust South.
We look forward to receiving your application.

Haberdashers' Academies Trust South,
Jerningham Road, London, SE14 5NY

www.habstrustsouth.org.uk