

Regional IT Manager

Creative Education Trust
April 2025



*Creative
Education
Trust*



Dear Colleague

Thank you for your interest in the role of Regional IT Manager at Creative Education Trust.

Our network consists of eleven secondary and six primary academies in the Midlands and Norfolk plus a central team. Further schools are in the pipeline and our medium-term ambition is to be a trust of 25 schools.

As an academy sponsor, Creative Education Trust is focused on the quality of the educational experience it provides for its students.

Those of us who have set up Creative Education Trust come from a wide variety of professional backgrounds in education, academia, business and the creative industries. What unites us is the desire to improve educational prospects and life chances for children who have not always had the schools they deserve, nor had access to the knowledge and skills that will equip them to be successful in the world they will encounter when they leave full-time education.

Our schools pursue a rigorous and continuous programme of educational improvement, but they also aim to provide pupils with a rich programme of co-curricular activities. In addition, our unique Knowledge Connected approach teaches pupils to analyse and understand their curriculum of study through the application of six key concepts, encouraging them to identify and solve problems in practical and creative ways that give them a sense that they can have impact on the world around them.

The Trust is an exciting place to work as an IT professional, whether you are just starting out in your career or are a fully experienced colleague. The Multi-Academy Trust (MAT) sector offers an interesting and varied role, with an excellent opportunity to add significant value to our schools every day through innovative IT solutions and exceptional support.

Our Head of IT Operations, Thomas Brown would be delighted to arrange an informal, confidential conversation about the role – please email thomas.brown@creativeeducationtrust.org.uk.

I look forward to receiving your application.
Yours sincerely,
Marc Jordan - CEO

“We are looking for strong project management, leadership and service management skills to deliver excellent service to our academies.”

You can find out more at:
www.creativeeducationtrust.org.uk

ABOUT CREATIVE EDUCATION TRUST



Creative Education Trust inspires and enables young people to build successful lives on foundations of learning, resilience and employability. We believe that a rewarding educational experience and the highest possible qualifications are the best way to ensure social mobility for young people.

Creative Education Trust is a growing multi-academy trust educating 14,500 children in England. It was established in 2010 to work in England's post-industrial cities and coastal towns: areas of economic disadvantage and with a history of academic underachievement. We transform our schools by integrating a knowledge-rich curriculum with skills and creativity.

Because many families in the communities we serve are vulnerable and under stress, our educational work has always been supported by exceptional pastoral care and community engagement. Post-Covid and the cost-of-living crisis, we know we need to bring even sharper focus to our pastoral and community work, using our new Community Hubs to make our schools beacons of help and hope, supporting high levels of attendance, good behaviour and learning for all our children.



Our Mission

To give every child in our schools the best possible start in life through excellent education and wide-ranging co-curricular opportunities

Our Vision

To send out into the world educated, creative, confident and responsible young people, who can succeed in their ambitions and make their communities better places

Our Values

Ambition

We are ambitious in everything because only the best will do

Excellence

We do not stop at 'good enough'

Creativity

We connect our knowledge in innovative ways

Resilience

When the going gets hard, we up our game and reach our goal

Inclusion

Every child and every colleague matters – we will work for and with them all

Respect

We value the ideas of others and make sure all voices are heard

You can find out more at:

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SUPPORT FOR OUR STAFF

Continual Professional Development

Being a learning organisation, professional development is at the heart of Creative Education Trust. We offer extensive training and development for both teaching and support staff.

The central Learning and Development approach is calibrated to the Trust's strategic priorities, and largely informed by the schools' own requirements. Many of the central sessions are led by, or involve, expert input from staff across our network. Regular sessions bring together professionals in areas such as middle and senior leadership, colleagues new to the teaching profession, subject and pastoral specialist areas, and finance. Our packages also include practical training for managers in areas such as HR and GDPR and we are always expanding our offer to encourage professional development at all levels.

In addition to formal training, there are many opportunities to connect with fellow professionals across our network. These opportunities include: primary and secondary cross-Trust events and competitions; learning opportunities within other schools; and subject, specialism and project- specific meetings across the different Trust schools.

Health and Wellbeing

The Trust provides access to a confidential Employee Assistance Scheme through Health Assured. The service is available 24 hours a day, 7 days a week. Employees are encouraged to use this free confidential service which provides you with unlimited access to advice, information, and face to face counselling support on a range of issues including emotional, personal, legal and financial, work or relationship issues for yourself and those living within your household. There is also an online portal which provides a range of tools on wellbeing.

Professional Fees

If you are required to be professionally qualified as part of your job role, you will be reimbursed for one professional fee per year.



You can find out more at:
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A MESSAGE FROM THE DIRECTOR OF IT



Thank you for your interest in joining our IT team.

Creative Education Trust is an exciting place to work and develop your career as an IT professional, whether you're just starting out or bringing extensive experience. Working in the Multi Academy Trust sector offers excellent opportunities to gain expertise across the full range of IT professional areas. Our IT team plays a crucial role in ensuring our schools have reliable, innovative technology so that our students can access the best possible educational opportunities.

As a Regional IT Manager, you'll provide dedicated leadership and support to a cluster of schools, delivering high-quality IT services, leading impactful technology projects, and working closely with school leaders and other school-based colleagues to align technology with educational priorities. This is a varied and rewarding role that provides excellent opportunities for professional growth.

Within the Trust, you'll collaborate closely with colleagues in Finance, Facilities, HR, and other central roles, ensuring schools receive well-rounded support that is delivered to consistently high standards. Beyond regional responsibilities, you'll champion key strategic areas such as Cyber Security, Online Safety, and EdTech, which focuses on the effective use and integration of technology.

No two days are the same in IT; you could find yourself resolving urgent system issues, mentoring an apprentice, negotiating with suppliers, or planning strategic improvements alongside school leaders. Creative Education Trust is at the forefront of innovation within the MAT sector. Our use of leading cloud-based MIS and HR/Payroll systems underlines our commitment to deploying the best technology available, while our new EdTech strategy focuses on maximising existing technology and innovating with cutting-edge solutions, such as harnessing AI to enhance teaching, learning, and administration. I am really proud to be part of Creative Education Trust, and I hope you will be too.

Ash Mudaliar, Director of IT

You can find out more at:
www.creativeeducationtrust.org.uk

REGIONAL IT MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Milton Keynes, Northamptonshire & Coventry
Working from home will be available one day a week

Full time, Permanent

SALARY

£37,500 - £42,500 per annum

REPORTS TO

Head of IT Operations

THE ROLE

Working directly with their nominated academies, the Regional IT Manager will provide leadership for academy IT teams and will ensure that an effective customer focused IT service is being delivered.

The role will interface between the central IT Team and the academies to facilitate a quick resolution of technical issues, and to support the delivery of central IT projects. The role involves managing budgets, key systems and leading on IT projects.

This is a key role combining technical expertise, strong key stakeholder relationships (SLT/Principal/Headteacher) and good team management.

KEY RESPONSIBILITIES:

- Maintain an overview of nominated academy service desks for IT issues:
 - Review incoming tickets, assign and monitor progress
 - Identify patterns where further training and/or changes to systems are required and then take appropriate action
 - Take ownership if issues cannot be dealt with by first- and second-line team members and when necessary, step in to carry out more junior routine tasks.
- Gather monthly data from the service desk to allow ongoing reviews and improvement.

- Step in as required during busy periods and in the absence of colleagues to ensure that the service desk is covered.
- Escalate any support requests to the appropriate team as necessary and work with the central IT team, 3rd party support providers, and other stakeholders to ensure a timely resolution.
- Ensure the academy IT staff are effectively managed, supported, and developed to maximise the contribution they make.
- Project manage changes within the academies and liaise with other departments and external contractors to ensure successful delivery.
- Plan and execute fixes to underlying systems, updates, patches and other changes that require higher level technical expertise for the academies.
- Provide technical advice & guidance to curriculum leaders and educators within the academies supporting them to deliver an outstanding educational environment in the classroom, using the best technology options appropriately.
- Provide support to the Trust EdTech Lead & Academy EdTech leads to ensure our EdTech strategy is supported fully by IT.
- Actively engage in Trust EdTech Professional Communities and support pilots and EdTech roll outs as required.
- On-going management of local academy IT budgets and contracts, keeping budgets under review and advising on actions to keep within budget.
- Monitor the software licenses in use at your academies to ensure that all software is used legally. Track renewal dates where required.
- Develop IT refresh plans in line with academy requirements and Trust IT strategy.
- Implementation of IT security improvements in line with Trust standards, best practice and data protection laws.
- Manage any IT systems related to e-safety at the academies, carrying out any changes personally or giving appropriate direction.
- Support investigations as required by the safeguarding team and Principal/Headteacher.
- Close working with the central IT team to support infrastructure elements such as physical & virtual servers and networking devices, thus ensuring

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www.creativeeducationtrust.org.uk

the availability and security of the network, data and applications.

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- Update documentation on existing systems or create new documentation as changes are made.
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- Work closely with the central IT team for the on-going development and support of the Trust's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education.
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- Ensure that the Trust's IT policies and procedures are adhered to.
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- Ensure that the Trust's IT standards are maintained.
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- Procurement of IT services, hardware and software obtaining value for money, suitability and quality.
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- Review routine system checks and routine maintenance to ensure it is in line with the effective operation of systems. Establishes good routines and ensures support is proactive.
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- Ensure inventories for IT hardware and software are maintained.
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- Ensure that all computer peripheral equipment is maintained and ready for use when required.
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- Provide training, support and guidance to staff as required for software and hardware used by staff and students at the academies.
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- Keep up to date with new technology, advising and recommending where appropriate.
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- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
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- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Head of IT Operations, Director of IT or Academy Principal/Headteacher.

This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.

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	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE (or equivalent) including in Maths and English • Service Management (such as ITIL or FITS) or relevant experience 	<ul style="list-style-type: none"> • Educated to degree level in a relevant field • Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role • Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification • PRINCE2 project management certification
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within a network/IT support role • Previous management experience • IT service desk management experience • Experience of managing IT budgets • Experience of managing projects and contractors • Experience of administering networks, reviewing system logs, backup/AV checks and general updates • Experience in procuring IT goods and services and securing best value • Experience organising work you and the team in a high-pressure service environment and reliably meeting high expectations • Experience in planning large scale changes to IT systems from initial design and specification through to ongoing support • Experience with managing contracts and holding suppliers to account • Experience creating and updating documentation such as end user guides and procedures for IT staff 	<ul style="list-style-type: none"> • Experience of providing IT Support within schools • Experience of working in a multi-site environment (such as a MAT)
KNOWLEDGE AND TECHNICAL SKILLS	<ul style="list-style-type: none"> • Managing service requests using service desk systems • Good working knowledge of Microsoft Server and desktop Operating Systems • Good understanding of TCP/IP, DNS, DHCP and VPN's • Good knowledge and experience of working with Active Directory and Group Policy objects • Proven knowledge of Server, PC and networking hardware, preferably HP & Dell. • Thorough understanding of general printing, backup, antivirus and security principles. • Knowledge of data protection/GDPR and Cyber security with the ability to apply this when delivering the IT service • Experience in managing conflicting and changing priorities. • Excellent analytical and problem-solving skills • Must have sound knowledge and experience in all Microsoft desktop applications. 	<ul style="list-style-type: none"> • Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration • Experience of school-based systems & software (Arbor, ParentPay, Classroom Management Tools, Interactive Whiteboard Software) • Working experience of non-windows devices such as Chromebooks, Apple iPads & Macs • Mobile Device Management (MDM) • Practical experience of audio/visual equipment such as Projectors, Interactive Whiteboard, Touchscreen TVs, Visualisers • Knowledge and experience of administering Web Filtering systems, preferably Smoothwall • Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management

		<ul style="list-style-type: none"> • Knowledge of virtual server environments – specifically VMware • Knowledge and experience of managing network switches such as configuring VLANs • Knowledge and experience of supporting VoIP Telephone services
SKILLS AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Excellent customer service skills and a desire to provide a professional IT service • High professional and personal standards in both work and conduct • Strong influencing and negotiation skills • Ability to make sound judgements and decisions • Confident in dealing with all levels of stakeholders • Strong personal drive and willingness to get things done • Good time management • Openness to learning and change • Effective written and oral communication skills • Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently • Ability to convey technical problems to non-technical staff 	
EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity 	
SAFEGUARDING	<ul style="list-style-type: none"> • A thorough understanding of up-to-date safeguarding requirements and best practice 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Full UK driving license • Have access to a car for work purposes and be able to travel to other sites • Work flexibility and after office hours 	
<p>Creative Education Trust (CET) is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers, workers and all other members of the school community to share this commitment. The CET Recruitment Policy follows the guidance set out by Keeping Children Safe in Education. All shortlisted candidates are subject to online checks and referencing prior to interview, and all offers of employment are subject to an enhanced DBS Check and where appropriate a Prohibition from Teaching search. This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. CET is committed to developing, maintaining, and supporting an inclusive culture and environment for the benefit of its employees and the communities it serves.</p>		