



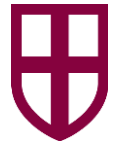
St George's

WEYBRIDGE

Candidate Information Pack

IT SERVICES MANAGER

"WHERE WE CAN ALL BE THE BEST VERSION OF OURSELVES"



About St George's Weybridge

St George's Weybridge is a leading independent co-educational Catholic day school in Surrey for girls and boys aged 2-18.

Founded in 1869, with its distinctive Josephite ethos, St George's Weybridge has become the largest independent Catholic school in the country. Academically autonomous, the Junior School and College work together as one school, educating over 1,600 students across the two school sites. Both Schools had full ISI inspections under the new framework in March 2024, and were rated fully compliant in all areas.

St George's Weybridge is proudly and unequivocally a 2-18 co-educational school where children can learn and grow into kind, considerate adults who make a positive contribution to society. There is a perfect balance between the Junior School and the College, between academia, creativity and sport. Together with our Josephite ethos, these are what make St George's unique – and what makes the children who leave us exceptional.

The distinctive ethos upheld by St George's encourages a strong sense of family where all students are valued and encouraged to fulfil their potential in an atmosphere of mutual respect and compassion. This atmosphere is extended to all families, our alumni (Old Georgians), staff, the local community and the wider world.

St George's Weybridge welcomes students from all faiths and none, whilst maintaining our strong Catholic identity. It is our wish that during their time at St George's, our boys and girls will grow up within a community where Christian beliefs and principles are a guide for all that we do. This is evident in the liturgical life of our Schools and in the many ways we have of reaching out beyond our community. Thank you for your interest in joining the staff at St George's Weybridge. We are delighted that you are considering working at our School.



"WHERE WE CAN ALL BE THE BEST VERSION OF OURSELVES"



Working at St George's Weybridge

At St George's Weybridge, we employ a number of full and part time staff in a wide range of teaching and business posts. Our salaries are competitive and we offer a range of excellent employee benefits. Staff will undertake a full induction programme on joining St George's, and continuous professional development is actively encouraged and supported.

St George's Weybridge prides itself on offering a harmonious and supportive environment for all staff and the Josephite ethos of "Coming home to school" is experienced not only by our pupils but extended also to our staff. We have clear policies on equal opportunities and do not tolerate any form of harassment or bullying.

Facilities

The grounds of St George's Weybridge are stunning, with the College sitting in 100 acres of park land and the Junior School on a 52 acre site. Both schools are supported by great road and public transport links.

The facilities offered at both schools are exceptional with many more exciting developments underway. Recent developments include:

- Activity Centre - a 6-court sports hall, climbing wall, fitness suite, dance studio, and flexible multi-use spaces.
- The Ark – a dedicated space for our Early Years pupils including modern classrooms and resource areas, IT suite, assembly room, and outdoor learning areas.
- College Science Block – providing first-class science teaching facilities, as well as modern preparation rooms.

"I'm proud to be a part of the St George's family; everyone has been very supportive & friendly. I truly enjoy working here as there is great variety and I particularly love watching the deer run across the field when I arrive early in the morning!"

Elif

"I hadn't worked in education before. The recruitment pack had all the information I needed before starting to work. I was made to feel extremely welcome and nothing is too much trouble".

Mauricio

"Recently leaving a FTSE 100 company after 16 years to join St George's was unnerving at first, however it has been the best decision I've made by far! The excellent capabilities of all the staff and wonderful facilities encourage the pupils to thrive. This in turn pushes me to stretch my strengths and abilities. The warm and welcoming culture here motivates me to always give my best!"

Leila





The Role

Job Title:	IT Services Manager
Line Manager:	Deputy Director of IT
Responsible to:	The Bursar via the Director of IT and Central Services
Salary:	Up to £40,000 per annum, dependent on experience
Hours:	Core working hours of 8:00am to 5:00pm, Monday to Friday, however, evening and weekend work will sometimes be necessary to support school events. As a Manager, it will be expected that such hours are worked as are necessary to successfully discharge the responsibilities of the post
Contract:	Permanent, 52 weeks per year.

Summary of the role:

This is a key role within St George's Weybridge IT Services Team and will provide essential management of the IT Service Desk whilst ensuring excellent support to the College and the Junior School.

The IT Services Manager is responsible for overseeing the day-to-day activities of the Service Desk operations to ensure staff and students receive the support they require. The role is part general management, part service operations and part special projects. In addition to line-managing a team of three, the IT Services Manager also monitors operations to ensure tickets are resolved in a timely manner, escalated where necessary, as well as serving as the first and second-line liaison to projects, deployments and other digital initiatives.

The role holder will work closely with other IT Services Team colleagues, especially the Director of IT & Central Services, and the Deputy Director of IT, as well as Teaching and Business staff across both schools.

Main duties & responsibilities:

- Ownership of the Service Desk ticket, escalation, and asset management system.
- Develop the Service Desk strategy to drive the shifting of incidents and requests to more efficient and faster resolution processes and design a flexible and robust service.
- Develop, gain agreement to, own and maintain the Incident, Critical Incident and Service Request processes (ITIL) and procedures, ensuring procedures are followed, including reviews and problem analysis.
- Develop team knowledge to bridge the gap between the Service Desk team and Infrastructure team.



The Role cont.

- Own the knowledge base and develop IT Services procedures for its effective use, including review and compliance, as well as useful how-to information, and FAQs, for both staff and students.
- Manage high profile critical or complex incidents as required and provide updates to management and customers where necessary.
- Provide communications between the IT Services Department and customers during incidents, planned outages and upgrades.
- Obtain customer feedback to evaluate the level of customer satisfaction delivered by the Service Desk.
- Monitor the performance of the Service Desk through the development of SLAs and KPI's and report against them on a regular basis, as required by senior management.
- Work with projects to interpret requirements from changes to service or new services and develop support documentation for non-technical users and the Service Desk Analysts.
- Analyse the impact of new services or changes to services on the Service Desk and develop solutions as appropriate to provide service including resourcing, hours of service, skills transfer, development of the knowledge base etc.
- Define the requirements for Service Desk tools and ensure, through the relevant technical support area, that the tools are maintained to meet the required standards of service.
- Work closely with the Infrastructure team to ensure the fast resolution of escalated support requests.
- Keep up to date with industry developments, driving innovation and effective change.
- Liaising with external consultants/contractors as required.
- Undergo such training as may be required.
- Anything reasonably requested by the Head, the Bursar, or the Board of Governors.

This job description is indicative of the nature and level of responsibilities associated with this post. It is not intended to be exhaustive. Other tasks and responsibilities may be allocated as necessary from time to time.

Annual Leave

The annual leave entitlement for this role is 25 days plus Bank Holidays, calculated from 1st January annually, and subject to consultation with the line manager to ensure cover. In this role there is flexibility to take annual leave during term time and school holidays, however the expectation is that no more than 12 days will be taken during term time. Annual leave should not be requested for the first week of any term, nor the first week of a resumption of term, as well as INSET days, as these are the busiest times of year for the IT Services department. Holiday entitlement rises to 30 days following the 5th anniversary of the start date.



Person Specification

Knowledge and Experience:

Essential Criteria

- Knowledge and experience in managing an IT Service Desk and a ticket escalation system.
- Excellent knowledge of Microsoft Office 365 applications and administration.
- Good general knowledge of IT support including software and hardware problem solving.
- Good knowledge of Active Directory, Entra ID and Microsoft Intune.
- Ability to learn and manage other school systems, for example, our video storage & streaming application (Planet eStream).
- Experience in managing an asset inventory system.
- Understand requirements of the school and communicate sometimes complex information to staff and pupils in easy to understand terms.
- Develop and manage new projects undertaken by the IT Department.
- Keep up to date with technologies, options, hardware and software and associated costs.

Desirable Criteria

- Prior experience of supporting users within a complex educational or another not-for-profit environment would be an advantage.
- Supporting an educational MIS such as SIMS or iSAMS.

Skills and Abilities:

Essential Criteria

- Strong analytical skills and the ability to push front-facing service changes forward as efficiently as possible.
- Line Management competencies – leading and developing a team.

Personal Qualities:

Essential Criteria

- Customer focussed – being professional and polite at all times.
- Excellent interpersonal skills, and be able to clearly communicate relevant technical material to non-specialists.
- Continue to develop relevant technical expertise and skills.
- Confident: needs to work closely with other IT colleagues keep them up to date on projects and issues.
- Communicator: needs to explain complex information to non-specialists.
- Team player: works closely with IT colleagues, teaching and business staff, students, etc.
- Able to work both individually and as a team, and ensure work is done to timescales.
- Flexible: willing to work outside of core hours to support events such as evening talks and presentations.



Benefits (Non-Contractual)



Pension

Subject to meeting the qualifying conditions, all Staff are automatically enrolled in our workplace pension scheme, currently provided by Aegon. St George's Weybridge offers the option of flexible levels of employee contribution made via Salary Exchange. Employer contributions are competitive and reviewed regularly to maximise the future financial wellbeing of our staff. Full details are available from the HR Team.

Flexible Working

Depending on the nature of your role, we will consider flexible working arrangements as a way to meet your needs as an employee. This can include flexible start and finish times, compressed hours, working from home or working part time.



Medical Support and Employee Assistance Programme

The Benenden Cash Plan provides support with everyday healthcare by providing money back on routine healthcare costs, as well as an Employee Assistance Programme including a free confidential counselling helpline available 24/7.

Holiday Camps & Local Retailer Discounts

Discounts are available to all permanent staff for Junior School wraparound care, in the Georgian Shop, for holiday camps and activities hosted at St George's Weybridge. In addition, a number of local shops and retailers offer discounts to staff at St George's.



Fee Remission

Staff may be eligible for School Fee Remission for their child(ren) joining either St George's College or St George's Junior School after the date employment commences. Eligibility for Fee Remission ends once an application for a full-fee paying place has been made, unless employment has already commenced. The children of employees are subject to the same admissions assessments as other children and employment in no way guarantees that an offer of a place for your child will be made. The entitlement commences from the beginning of the first full term in which the child(ren) join either School and is not contractual. Full details of the scheme are available from the HR Department.

Life & Personal Accident Insurance

Life insurance is provided through MetLife or Teachers Pensions, whereby a named beneficiary would be eligible to a multiple of annual salary. In addition, insurance is in place in the event of an accident leading to permanent disability or injury.



Meals & Parking

Staff are provided with lunch in the dining room, as part of the Student Supervisory Policy. Parking is provided free of charge when at the College campus.



Employee Loans

Staff can apply for interest free loans in the case of hardship or for training, travel costs or purchase of a bicycle.



Conditions of Employment

Initial Period of Employment

Business Staff: Six Months

During the Initial Period of Employment, sick pay will be paid in accordance with current legislation.

Notice Period

One week on either side during the Initial Period of Employment, thereafter, three months.

Pre-Employment Vetting Checks

It is a condition of employment at St George's Weybridge that every applicant who accepts the offer of a job will be subject to criminal background checks through the DBS and will be required to provide documentary evidence to confirm their identity and right to work in the UK. The checks will be carried out at the School's expense. References will be taken up, including those from current and previous employers.

Safeguarding Children

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible or with whom he/she comes into contact will be to adhere to, and ensure compliance with, the Safeguarding Policy Statement at all times. If, in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school he/she must report any concerns to the Head and/or Designated Safeguarding Lead.

Dress code

Staff are expected to wear smart business dress and conform to the St George's Dress Code. These norms are relaxed during school holiday time and INSET.

Additional Working

There is a requirement for attending Open Mornings and on occasion Carol Services, Prize Giving and evening events as may arise from time to time.

Place of Work

The post-holder will be based at the College with an expectation of flexibility, when required, to work at the Junior School.

Data Protection and Confidentiality

The post-holder will ensure Data Compliance regulations are upheld, including being familiar with current data protection legislation and associated School Privacy Notices and undertaking relevant training in data protection.

No Smoking Policy

St George's College and St George's Junior School operate a no smoking policy.



How to Apply

To find out more about the post or the school, in the first instance please contact Ben Wakefield, Director of IT and Central Services, for a confidential discussion:

Tel: 01932 839300

Email: bwakefield@stgeorgesweybridge.com

Applications are encouraged as early as possible on the enclosed form and emailed together with a covering letter to humanresources@stgeorgesweybridge.com.

Key dates

Closing date for applications:

Tuesday 09 September 2025

Interviews:

w/c 15 September 2025

Please note that before making an application for any vacancy at St George's you should familiarise yourself with our Privacy Notice, [Safeguarding Policies](#), [Recruitment Policy](#), [DBS Code of Practice and Associated Policies](#) which are available at: <http://www.stgeorgesweybridge.com/further-information/employment-opportunities>

St George's Weybridge is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo screening appropriate to the post, including checks with current and past employers and the Disclosure and Barring Service.

As an Equal Opportunities Employer and a registered Educational Charity, we promote a diverse and inclusive community – our "Georgian family" inspires everyone to be the very best version of themselves and to succeed on individual merit. We offer inclusive employment policies, flexible working arrangements, staff engagement forums and benefits to support all staff.



