

HEAD OF IDT SERVICES

Job Information



RGS
NEWCASTLE

HEAD OF IDT SERVICES

Newcastle upon Tyne Royal Grammar School
Required as soon as available



THE POSITION

We seek to appoint a Head of IDT Services to work within the Information and Digital Technology (IDT) department at this busy and high achieving school.

The Head of IDT Services is responsible to the Head of Digital Strategy. The role will have responsibility for leading the IT Service Helpdesk, being line manager to IT support technicians, whilst securely managing the RGS network and cloud infrastructure.



Job Description: Head of IDT Services

Closing Date: 9.00am Tuesday 26th August 2025

Applications and Queries: Liam Pearce (**Infrastructure Consultant- Reed Technology**) liam.pearce@reed.com

THE SCHOOL

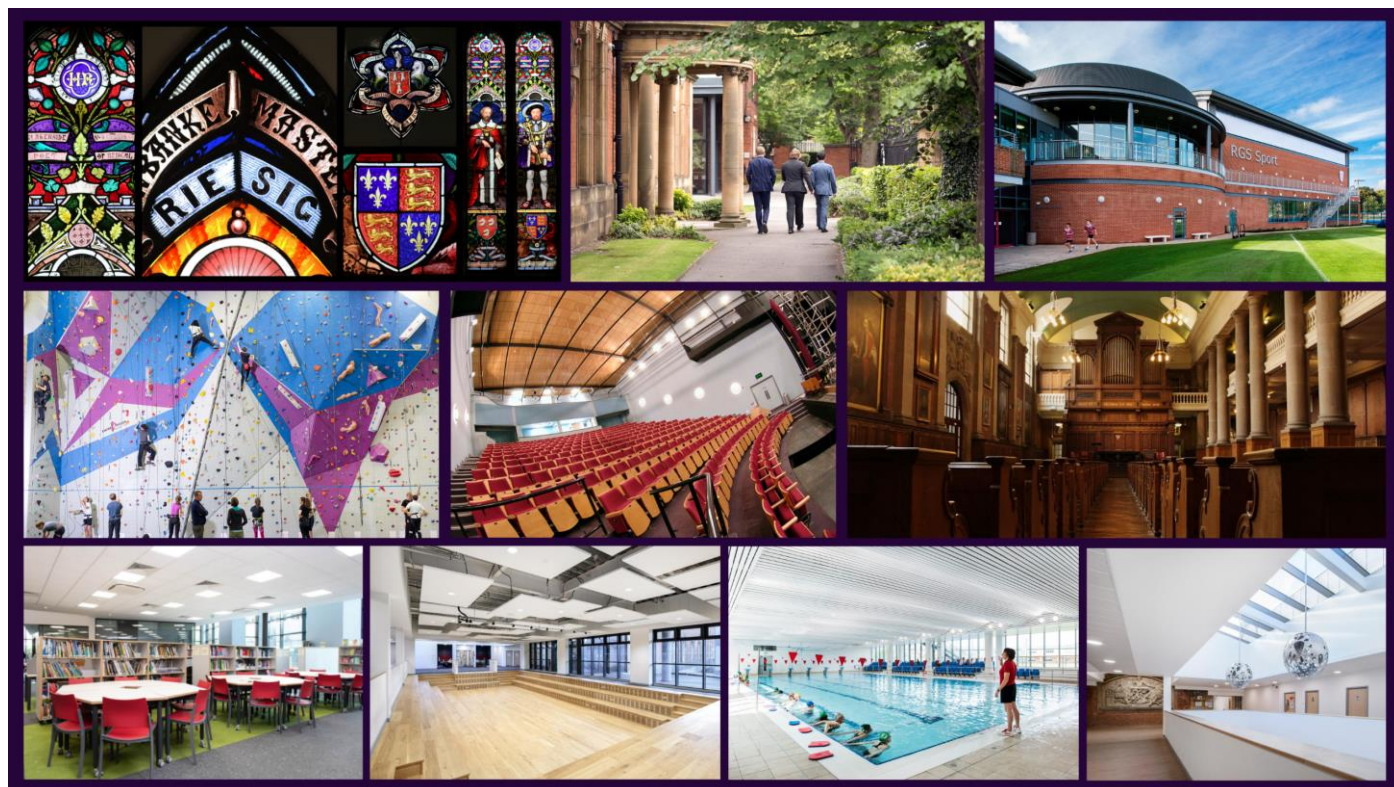
In 1525, the Mayor of Newcastle, Thomas Horsley, wrote his will, in which he generously gifted his estate to fund a grammar school. Five centuries later, Horsley's vision lives on in the Royal Grammar School Newcastle's corridors and classrooms, and his philanthropic spirit drives the RGS's commitment to education.

Few schools can claim a 500-year history. Over the years, the RGS, has continued to flourish as the premier independent school in the North East of England and as one of the country's leading schools - consistently topping the regional table for academic excellence.

Today, RGS is a fully co-educational school with over 1,300 students aged 7-18 (Years 3 to 13). Its academically selective places are highly sought after. The school has more than 250 students in the Junior School, which shares the same outstanding site as the Senior School. Its Sixth Form is one of the largest in the independent sector, with more than 340 students.

While RGS prides itself on academic excellence, the school is also known for its emphasis on a holistic education. The school's 'There's More to Life' approach informs its holistic education, which is central to students' success, health and happiness.

RGS is based in the heart of Newcastle, immediately opposite Jesmond Metro station. The school occupies over 30 acres of land and has state-of-the-art facilities, including five brand new art studios, a new library, a modern Sixth Form Centre, a 25m swimming pool, two Sports Halls, a Performing Arts Centre, outdoor football/rugby pitches at Mooracres, an artificial turf pitch for hockey and the former County Cricket Ground.



Academic Success

RGS is a special place, known and respected throughout the whole country as well as the North East. It's a place where aspirations are high, results are outstanding, and opportunities are endless. Our students go on to study highly selective courses at the most sought-after universities but also leave the school realising that life outside the classroom has been equally beneficial.

In 2023, RGS was named the overall national 'Independent School of the Year' by The Telegraph Group's Independent School Parent Awards. The school was again named North East Independent Secondary School of the Year for Academic Excellence 2025 by The Sunday Times' Parent Power Schools Guide. Most recently, the school was named Independent Senior School of the Year at the TES Awards.

Academically, the school is highly selective. Students are assessed for entry at the key entry points (Y3, Y5, Y7, and a handful at Y9, plus Sixth Form). The biggest entry points are Y3 (60 students), Y7 (c.75 students) and Y12 (c.45 students). Beyond the academics, in Junior School (Y3-6), entry is assessed through activity days, whilst at Y7, students are assessed through online tests and an interaction day. Sixth Form entry is through interview only.



Co-curricular Activities

At RGS, students can choose from over 170 co-curricular activities, ranging from music, drama, and sports to unique options like e-sports and knitting. All students are encouraged to discover what excites and inspires them.

Sport is also a central part of life at RGS, with students actively participating in a variety of activities including hockey, cricket, and basketball, from early morning until late afternoon. RGS views sport as a fundamental vehicle for students to develop lifelong skills, character, resilience – and, above all, a love for daily movement.

While it may seem tricky to balance schoolwork with so many exciting co-curricular and sporting activities, RGS has found that students actively engaged outside the classroom often perform even better academically. Both programs are designed to help students develop essential life skills, from self-awareness to decision-making and self-organisation.



Pastoral Care

We understand that all of our students are unique and different, and we strive to treat them as individuals, aiming to tailor our care to meet their needs.

That is why pastoral care is another critical cornerstone of RGS's holistic approach. Student well-being is embedded throughout school life, from a dedicated Form Teacher and an allocated Tutor to easy access to the school Medical Team and counsellors who work together to help students reach their full potential.

THE INFORMATION & DIGITAL TECHNOLOGY DEPARTMENT

Over the past four years, the IDT department at RGS has led the school through an exciting digital transformation, deploying over 1300 laptops to students and fulfilling the vision of putting a device in the hands of every child. Students in senior school have devices on a one-to-one basis, and technology now plays a significant role in the day-to-day life of teaching and learning at RGS.

This transformation has included migrating services to cloud environments including device management. The department is led by the Head of Digital Strategy and includes two IT support technicians, an IT Coordinator, and two members of the Data Administration team.



ACCOMMODATION & RESOURCES

The Network Manager will work with the Head of Digital strategy and the rest of the IDT team within a large, spacious but bustling office at the heart of the main school building. It is the centre of operations for all things digital and it is here our IT technicians offer helpdesk support to all users at school and devices are issued to staff and students when required.

MAIN DUTIES AND RESPONSIBILITIES

Reporting to the Head of Digital Strategy the Head of IDT Services' responsibilities will include but are not limited to:

IDT Service Helpdesk

- Manage and be responsible for delivering an excellent, friendly and proactive IT service to all staff and students, managing, monitoring and directing the daily workflow of IT incidents and service requests.
- Ensuring that helpdesk issues and requests are resolved efficiently and in good time.
- Analyse helpdesk data, proactively looking for and mitigating issues in good time.

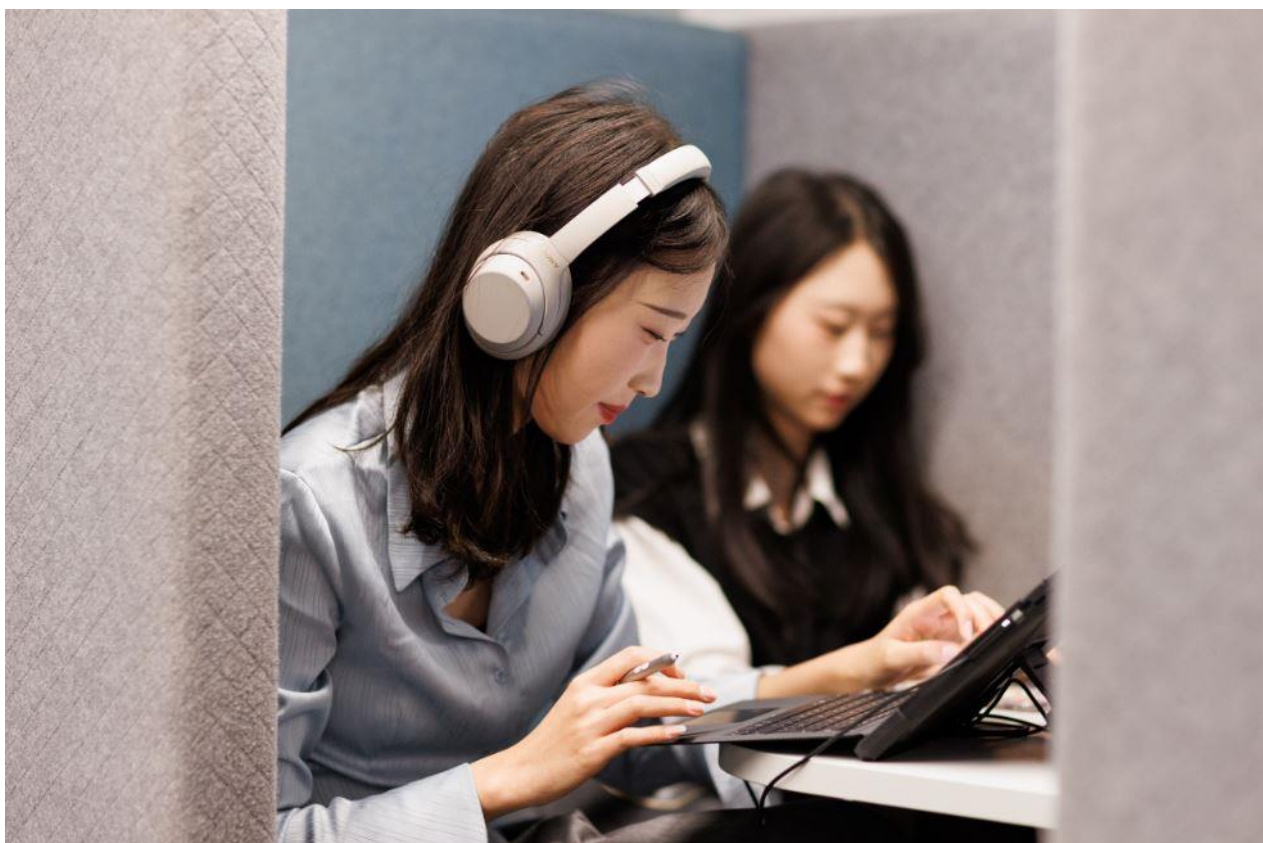
Management and IT Leadership

- Strategic planning of future technical developments to support RGS infrastructure.
- Collaborate with the Head of Digital strategy and IT Coordinator to develop short-, medium- and long-term road maps for future IT investment and budget planning.
- Assist the Head of Digital strategy and at times lead short-, mid- and long-term IT and Digital Projects and the long-term development of the school's digital strategy.
- Be responsible for maintaining up to date documentation for IT procedures for all areas of IT provision, contributing to the planning and updating of disaster recovery and business continuity plans from an IT operations perspective.



Network, Infrastructure and Cloud Management

- Manage network switches, ensure proper configuration and security from intrusion and malware according to best practices. Responsibility for regularly monitoring network performance and trouble shoot issues. Working with trusted partners to maintain reliability of IT and internet connections that meets filtering and monitoring compliance.
- Manage wireless access points and work with vendors to maintain wireless network security.
- Responsibility for the management and administration of cloud solutions, particularly Microsoft 365, used across a range of devices, ensuring reliability and performance, and security.
- Oversee testing of backup and disaster recovery solutions.



User Account Administration

- Responsibility for the management of user accounts in Azure Active Directory, Microsoft 365, Security groups, and other user groups on other platforms.
- Manage and maintain appropriate access and privilege management across all IT platforms, including MFA, password, and security policies such as conditional access.
- Regularly monitor and audit user accounts and user groups.

Cyber and Data Security

- Develop, enforce and regularly review security policies and frameworks across all areas of digital provision and services.
- Proactively secure digital technology by regularly monitoring and mitigating security threats, collaborating with Head of Digital Strategy to maintain a cyber risk and response plan, and supporting regular training for staff and students.
- Collaborate with the Data Administration team to maintain and secure electronically stored data across different platforms.

Filtering and Monitoring

- Develop, manage and enforce web filtering solutions across all devices and areas of the network, regularly monitoring network traffic, generating regular reports for usage and compliance.
- Collaboration with DSL and Head of Year team identifying and mitigating online risks to students.



Hardware and Endpoint Management

- Oversee and lead the use of MDM platforms to manage, configure and maintain hardware and software deployments, updates and lifecycle management, including PCs, laptops, network equipment.
- Lead and oversee appropriate change management processes during configuration changes or deployments.
- Responsibility for managing relevant monitoring systems to ensure device security and compliance, responding and mitigating any threats.

Management of Resources

- Keep up to date with developments in IT, specifically in the education environment, to identify, recommend and provide advice for suitable new technologies, systems, or processes that will enhance the technical offering at RGS.
- Responsible for managing IDT Service team, including inductions, training and appraisal.
- Responsibility for IT licenses and additional service contracts, maintaining positive relationships with suppliers and other third parties, and ensuring best value for the school.
- Management of telephony and print support service and contracts.

Training & Line Management

- Collaborate with other members of the IDT team to provide IT training to the RGS community as required.
- Lead regular IDT Service meetings with the team, providing technical leadership and guidance when required.
- Conduct regular one-to-one check-ins with 2nd and 1st Line Helpdesk Engineers to discuss progress and development.
- Meet regularly with Head of Digital Strategy to discuss team performance and development.

Other Responsibilities

- Provide cover for your colleagues within the IDT Services team during their absence.
- Attend and participate in regular department meetings.
- To undertake other duties and responsibilities as required by Head of Digital Strategy.
- As a lead professional, set personal targets and take responsibility for your own continuous development.

SKILLS, EXPERIENCE AND QUALIFICATIONS

The following person specification indicates those areas of skills and personal characteristics, qualifications, training and experience that we are looking for.

Qualifications and Training

- Degree or equivalent qualification in information technology, computer science or information systems (or relevant industry experience)
- Qualifications could include:
 - Microsoft 365 Certified: Endpoint Administrator Associate
 - Microsoft Certified: Azure Administrator Associate
 - CompTIA Network+
 - Cisco Certified Network Associate

Knowledge & Experience

- Proven experience managing enterprise-level cloud platforms (such as Microsoft Azure and Microsoft 365).
- Experience with Microsoft Intune and MDM platforms.
- Experience and strong knowledge of network infrastructure, including switches, routers, and wireless infrastructure.
- Proven experience in network engineering, operations, and network performance analysis. Network security principles, VPNs, firewall and switch configurations
- Previous experience could include working in a school or education environment, aware of the regulatory frameworks for digital compliance.



Skills and Personal Characteristics

- An interest in education and how technology could change the education environments and student experience.
- Genuine interest in technology and personal skills development to remain.
- Maintain a positive and proactive approach to troubleshooting skills, and the ability to diagnose and resolve complex technical issues.
- Be approachable and friendly, enjoy helping end users with their technical issues or requests.
- Strong understanding of ITIL practices.
- Proactive approach to the duties and responsibilities associated with the role with the ability to balance conflicting demands.
- Excellent verbal and written communication skills, and the ability to work effectively with a range of different stakeholders including IT and non-IT specialists.
- Strong management and people development skills.
- Enjoy working as part of a team, building strong working relationships with many different colleagues across the school.
- Self-motivated with the ability to work independently with minimum direction.
- Manage internal and external projects as required either independently, with other colleagues, or with third parties.
- Excellent attention to detail.
- An understanding of the wider issues of working with young people (safeguarding, etc) is important.

LIVING IN THE NORTH EAST

Whilst the North East is beloved and popular with so many, we know that not everyone will have had first-hand experience of it, so this is a short introduction to a city and region which we love, and believe you will too. Newcastle is a medium-sized city with an historic centre and a vibrant life of its own. There's culture and arts in the form of the award-winning BALTIC Art Gallery and The Glass House, alongside several theatres that attract national touring productions. There's music from classical to club and we are home to the Royal Northern Sinfonia. There's also a growing food culture with some fantastic restaurants.

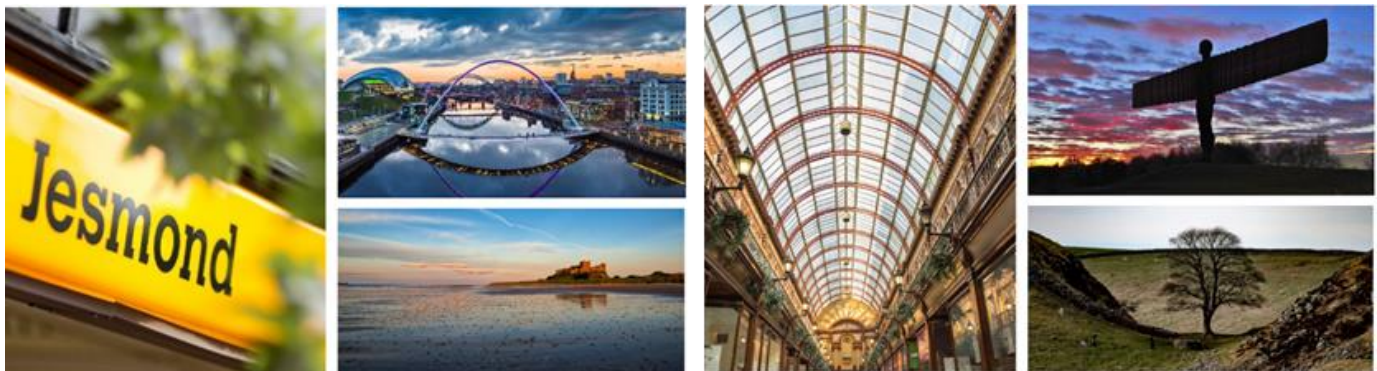
If you like sport then there's certainly no shortage of top-class entertainment: from Premier League football being played at St James' Park and EFL at the Stadium of Light to first class cricket at Durham (a mere half hour away), and great rugby at the Falcons, not to mention basketball and even ice hockey, and then there is the annual Great North Run. The North East has also produced some of the country's finest athletes in track and field and there are clubs aplenty to get involved with, most famously in Gateshead.

The coast and the hills are minutes away from the city centre. By car you can be in the middle of nowhere in 45 minutes, the Scottish Borders is only an hour away and the Lake District an hour and a half. The coast is served by the Metro (our version of the Tube), but some of the country's best beaches are up the road in Northumberland, less than 40 minutes by car. There's mountain biking, road cycling, climbing, and endless hill walks in stunning countryside. There are green spaces all over the city too, with plenty of parks for children and dogs alike to run around.

There are three local teaching hospitals, two universities in the city with another three close by. Some pioneering medical work goes on at the RVI, Great North Children's Hospital and the Freeman Hospital.

History abounds with more castles than you could count and sites of interest for almost every period of English (and border) history. Add that to a proud, independently minded, and very friendly local population and we have most things you could want.

There are excellent primary schools in the region and city as well as some good secondary schools too, but staff do get a discount at the RGS. There are also a number of good competitor independent schools as well.



MAIN TERMS AND CONDITIONS

- The start date for this role will be as soon as possible following completion of the School's Safer Recruitment checks.
- The post will report to the Head of Digital Strategy and sits within the School Operational Team.
- This is a permanent role with the school and the successful candidate will be employed on an all-year-round contract which includes attendance on all staff days and training days throughout the year.
- The successful candidate will also be expected to work the mandatory safeguarding training day in September each year, which is compulsory for all staff.
- The successful candidate may also be required to work limited special events in school (e.g. RGS Day) with advance notice being given by the school.
- As this is a senior role, the successful candidate will be expected to work flexibly to achieve the objectives of the Head of IDT Services role. The normal core working hours for the role will be 37.5 hours per week, 8.30am – 4.30pm (7.5 hours per day), Monday to Friday, unless the Head of IDT Services is involved in any specific role related duties, or emergency responses which may occur outside of the normal working hours. Such duties are considered an integral part of the Head of IDT Services role and will not attract overtime payments or TOIL.
- The salary will be in the range of 50-55k gross per annum, and the actual salary will be chosen to reflect the experience and skills offered by the successful candidate.
- RGS staff salaries are reviewed on 1st August each year.
- Holidays – The school offers a generous annual leave entitlement of 31 days plus Bank Holidays for all year-round support staff.
- The employee will be required to comply with a range of RGS policies, in particular, those regarding Data protection, use of ICT facilities, Child Protection, Staff Code and Health and Safety, a copy of which will be made available.

WHAT WE OFFER

- During term-time, staff are provided with a free lunch, if on site.
- We offer an Operational Staff pension scheme, The Aviva Pension Trust for Independent Schools (APTIS). On receipt of a 6% employee contribution the school makes an employer contribution of 10%. There is also the option of a 3% employee and 5% employer contribution if preferred. This scheme is administered via Salary Exchange (also known as Salary Sacrifice) for those who are eligible. You can opt out of the Salary Exchange arrangement whilst remaining in the pension scheme. Further details of the scheme and salary exchange will be provided on appointment.
- Membership to life assurance scheme through Aviva which pays out 5x annual salary in the event of death in service.
- The employee will become eligible for sick pay under the RGS Support Staff Sick Pay Scheme after a qualifying period. Details of the scheme will be provided on appointment.
- The school offers an optional healthcare plan for all staff which includes optical, dental and physio cover, access to telephone GP consultations and a host of other benefits (terms and conditions apply). Further information will be available to the employee once in post.



- As with all RGS employees, the employee will be encouraged to become involved in the wider life of the RGS community.
- It is the school's policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subject to their children meeting the academic entry requirements and subject to a place being available.

- Ongoing educational support and development of all staff with the provision of external and internal training courses, and our middle leaders training program for existing and aspiring managers.
- We offer an interest free travel loan for a corporate Metro travel pass after a qualifying period. Further information will be available upon starting in post.
- We offer a Bike to Work scheme for qualifying members of staff. Terms and conditions apply. Details will be shared upon starting.
- Opportunity to see free school productions in the Miller Theatre located in our Performing Arts Centre.



- Access to our onsite confidential counselling service.
- We offer access to the school medical team (1 doctor and 2 nurses) for triage medical advice and free flu vaccinations.
- Free use of a well-equipped gym, fitness suite and swimming pool at permitted times.
- Supportive and friendly community.
- Invitation to join staff clubs and wellbeing activities during term-time.
- Staff social events throughout the year.
- Access to the school's library service and a wide range of reading materials.

HOW TO APPLY

The recruitment for the Head of IDT Services post is being led by Reed Specialist Recruitment.

For all general enquiries or to arrange a chat about this opportunity, please email Liam Pearce (Infrastructure Consultant) liam.pearce@reed.com.

Please visit www.rgs.newcastle.sch.uk/join-us/work-with-us to access our application form and further information for applicants.

Applications for the Head of IDT Services post should be emailed directly to liam.pearce@reed.com no later than 9.00am Tuesday 26th August 2025.

Early applications are encouraged as candidates may be invited to interview prior to the closing date. The school reserves the right to remove the advert should an appointment be made before the closing date.

Please include:

1. A covering letter
2. A fully completed RGS application form.

We will hope to make the appointment as soon as possible following interview, offering the post and gaining acceptance, so applicants should arrive for interview with a clear idea of what would be involved in moving to the area (if necessary) and working at the RGS.

Reasonable travel expenses will be considered to attend an interview if candidates live outside the local area. This is normally up to a maximum contribution of £100 on provision of receipts. If your expenses will be significantly higher than £100 and an overnight stay is required, please note all expenses will need to be booked and approved in advance. If you plan to claim expenses, please contact the Head's Secretary, Sandra Ellis S.Ellis@rgs.newcastle.sch.uk in advance of your interview, who will talk you through the policy and advise on eligibility for reimbursement.

Safeguarding and Safer Recruitment

RGS is committed to the safeguarding of children and promoting the welfare of children and young people and expects all staff, volunteers and those working in school to share this commitment. The school applies the Government's Keeping Children Safe in Education Safer Recruitment procedures to all candidates including appropriate pre-interview checks on shortlisted candidates and pre-employment checks pending any offer. More information regarding the checks can be found in our Information for Applicants [here](#), and '[Keeping Children Safe in Education](#)' (September 2024)

Equal Opportunities

We are looking to appoint staff from a wide variety of backgrounds. Not just because it is the right thing to do but because at the RGS we recognise that those different experiences provide fresh perspectives, opportunities to challenge existing beliefs and provide opportunities to act as excellent role models for our diverse student body. We are committed to creating an inclusive and diverse school culture and our staff are at the heart of this. We are proud to be an equal opportunities employer, and all qualified applicants will receive consideration for employment regardless of neurodivergence, age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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We strive to achieve a diverse workforce, fully representative of our pluralistic society and the ethnic make-up of the student population in the UK. People of colour are under-represented on our staff team. We are keen to attract applicants from a diverse pool of candidates and determined to be a fully inclusive employer, and a great workplace for people of Black, Asian, and ethnic minority heritage as well as White heritage.

We encourage all candidates to complete an 'equal opportunities' form with your application. This will be sent directly to the HR team for monitoring purposes.

CONTACT DETAILS

Royal Grammar School, Eskdale Terrace, Newcastle upon Tyne, NE2 4DX

Tel: 0191 281 5711

General enquiries: communications@rgs.newcastle.sch.uk

www.rgs.newcastle.sch.uk

