HABERDASHERS' ASKE'S

CRAYFORD

ACADEMY









2019-20 IT SERVICES TECHNICIAN RECRUITMENT PACKAGE

www.habscrayford.org.uk



From the Principal

Dear Candidate

Thank you for your interest in the post of IT Services Technician. As part of the corporate services team you will be expected to deliver a high level of customer service whilst being responsible for ensuring that all IT services at Crayford Academy, and associated schools, are delivered both reliably and safely for all users. Ensure that faults and requests are resolved in a timely manner with minimal disruption to the users work.

Haberdashers' Aske's Crayford Academy is a cluster of 3 schools serving over 1600 children. Of these, approximately 1100 are in the secondary phase. We take pride in getting to know students and parents; working in partnership to get the best possible academic results for children and providing an education for character that is synonymous with the Haberdashers' ethos. We provide targeted support and a broad education to enable each and every one of our students to reach their full potential and to grow into well-rounded members of our community. We offer education across all key stages which has consistently been praised by Ofsted.

Facilities at the school are first class, from the building itself to the resources which support the delivery of a broad curriculum including an extremely popular and well-maintained Learning Resource Centre. Our playing fields, gymnasium, drama theatre and ICT facilities all contribute to ensuring we deliver an education for character, a feature of all Haberdashers' schools that is part of our DNA.

Haberdashers' Aske's Crayford Academy is 30 minutes from London Bridge by train and the school's proximity to the capital is a strong factor in enabling teachers to enhance the cultural experience for our pupils through enrichment activities.

The Federation currently comprises 4 secondary schools and 5 primary schools, which totals over 5,000 students and 600 staff. The scale of expertise and leadership across our Federation gives us enormous capacity. It is this capacity that has resulted in the success of the Federation, and it is this capacity that allows us to mount new ventures and allows our staff to take on new opportunities and rapid development trajectories. We believe that our school and our Federation is a uniquely exciting place to be.

Yours sincerely,

Mrs S Evans
Acting Principal



About the Federation

A message from the Chief Executive

A very warm welcome to Haberdashers' Aske's Federation. We are a multi-academy trust of four secondary schools and five primary schools organised in four clusters:

- Borough Cluster – Borough Academy
- Crayford Cluster – Crayford Academy, Crayford Temple Grove and Slade Green Temple Grove
- Hatcham Cluster – Hatcham College, Hatcham Temple Grove and Hatcham Temple Grove Free School
- Knights Academy – Knights Academy and Knights Temple Grove

Our schools are in the London Boroughs of Bexley, Lewisham and Southwark and educate over 5,000 children and young people in central and south east London. All our schools have a single vision and ethos and are committed to valuing tradition, as well as progress, and promoting excellence in every area of school life, and to ensuring every student in our care fulfils their potential. We have a strong ethos based on mutual respect and responsible behaviour.

Our sponsors, the Worshipful Company of Haberdashers and the Temple Grove Schools Trust, take a keen interest in the welfare and progress of our students and are extremely generous with their support and expertise.

Being part of a Multi Academy Trust

Our Federation brings together primary and secondary schools in an innovative an ambitious way. United by a single Trust Board, Chief Executive, Finance Director and Director of Operations, our four school clusters are autonomous with their own Principals and Head Teachers and senior leadership teams.

At the same time, links develop at every level and in every area of school life. There are excellent opportunities for sharing resources, learning from each other and student and teacher exchange. The Federation is at the cutting edge of national educational initiatives, committed to research and development and to adopting creative solutions that will benefit all students.

All our students are inspired to reach their full potential, no matter their ability or background; aspirations and achievements are constantly raised; the improvement of standards reflects the needs of the local and wider communities, through the highest quality academic, personal and vocational teaching and guidance. We build on the strengths and experiences of our schools so that our students become independent learners, fully equipped for the opportunities, challenges and responsibilities of adult life in the 21st century and well prepared to be the leaders, professionals and parents of tomorrow.

Mr Adrian Percival, CEO



Our Vision

The Haberdashers' Aske's Federation is a multi-academy trust organized in four clusters, each at the heart of their community that share a vision for the education of children and young people. Our vision is built from our values of aspiration and achievement, personal responsibility, self-discipline and mutual respect. We are forward-looking and value innovation within the context of our long tradition of providing excellent education. Based upon these values we aim to ensure all the children and young people who come to our schools:

- are happy and safe at school and are able to learn successfully within a supportive environment.
- are able to achieve their full potential personally, academically and socially.
- develop and grow as independent, resourceful and resilient individuals.
- are equipped with the skills, qualifications and love of learning they will need to be successful in the world they will join as adults.

> "We are forward-looking and value innovation within the context of our long tradition of providing excellent education."

We will achieve these aims by providing a safe environment where all children and young people can succeed through:

- Provision of a curriculum that is stretching, relevant and provides each student with the opportunity to excel.
- High expectations of every member of our community.
- Excellent teaching, leading to the highest standards of academic excellence.
- The best standards of behaviour based upon our values of mutual respect, self- discipline and self-confidence.
- A respect for tradition that embraces innovation and challenge.



Role Description

IT Services Manager

The IT Support Technician will be expected to deliver a high level of customer service whilst being responsible for ensuring that all IT services at Crayford Academy, and associated schools, are delivered both reliably and safely for all users. Ensure that faults and requests are resolved in a timely manner with minimal disruption to the users work.

This post is 35 hours per week, 52 weeks a year working from 8:00 to 16:00, with opportunities for overtime.

You will receive 25 days annual leave with a maximum of 5 days leave being taken during term time.

Other leave will be granted in agreement with the line manager, who will ensure that cover levels at site are at an appropriate level.

The successful candidate should ideally be based in South East London/West Kent and should hold a full clean driving license.

The post is subject to enhanced DBS clearance.



Key responsibilities

The IT Services Technician duties are:

- Supporting the Crayford Cluster via the Federation helpdesk solution, including logging, updating, taking responsibility and completing tickets assigned to them
- Speak to staff and students confidently and clearly about any issues they may have around IT
- Provide desktop support in classrooms where required
- Keep the Crayford Cluster asset list up to date, recording any new equipment received and any changes in equipment status. Following any software licensing restrictions or agreements
- Ensure all equipment is in working order and is safe to use, complying with relevant Health & Safety regulations
- Supporting events held at various schools in the Crayford Cluster including assemblies, parent evenings and concerts. This will include working outside your normal hours
- Supporting special events held across the Federation at various sites when required
- Carrying out regular checks on IT equipment and logging any issues found, this includes desktop and laptop PCs, phones, AV equipment and photocopiers / printers
- Working with the IT Services Manager and Federation IT Team to evaluate and test new hardware and software, assist in the continued review and development of Federation IT resources
- Participate in any IT project work being carried out by the Crayford IT or Federation IT team
- Carry out any IT related task requested by IT Services Manager / Business Manager
- Ensure that systems used in the Crayford Cluster are secure, including desktops and laptops and any device that hold personal data is compliant with GDPR regulations
- Observe all Health & Safety regulations when carrying out their duties and reporting any issues to the IT Services Manager
- Observe all Health & Safety regulations when working on equipment, including working with devices at height such as projectors and other AV or IT equipment



Key Responsibilities

General Responsibilities

- Promote the principle of equal opportunities in the school.
- Promote the single Federation ethos.
- Promote the school's commitment to the continued professional development of all staff.
- Undertake any duties as may reasonably be required by the Principal or CEO.
- Work within the school's framework with regard to Health and Safety.
- Be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children.
- Report any safeguarding concerns in accordance with the Federation's safeguarding policies.



Person Specification

Criteria	Essen-tial	Desir-able	How identified and assessed*
Education/qualification and training			
Educated to A-Level or higher (Grades A-C in English and Maths)	X		AP,I
Eligible to obtain a fully enhanced DBS check	X		AP,I
Experience/Knowledge/Skills			
Commitment to personal and professional development	X		AP, AS, I ,R
Good written and oral communication skills. Confident and effective when communication at all levels and facilitating discussions with individuals and groups with patience and diplomacy	X		AP, AS, I ,R
Understanding of IT technologies including desktop and laptop workstations, networking and servers	X		AP, AS, I ,R
Knowledge of Health & Safety regulations in relation to the post		X	AP, AS, I ,R
Have an understanding of ITiL and ITiL practices		X	AP, AS, I ,R
Ability to work without direct supervision and manage workload efficiently and effectively	X		AP,AS,I,R
Ability to multi-task and remain cool under pressure	X		AP, AS, I ,R
Ability to communicate clearly with staff, students and other IT department members	X		AP, AS, I ,R
Full and clean driving license	X		AP, AS, I ,R
Experience of working in a customer focused environment	X		AP, AS, I ,R
Experience of working with Windows 10 desktop operating systems and related technologies		X	AP, AS, I ,R
Previous experience of working in a similar support position		X	AP, AS,I, R
Willing to work as part of a team supporting a multi-site organization, including working with other IT teams across the Federation	X		AP, AS, I ,R

* AP: application, AS: assessment, I: interview, P: presentation; R: references



Additional Recruitment Information

Recruitment Schedule

- Closing date: 29th February 2020, 12 noon
- Interview date: March 2020 date TBC. Candidates may be seen before closing date.

Recruitment Process

Once you have submitted your application, it will be assessed against the criteria in the person specification. If you attain high scores you will then be invited to attend an interview assessment.

This may include:

- Psychometric assessment
- Biographical and competency based interview
- Classroom observation
- Visit around the school
- Case study
- Presentation
- Software tests

References

Before you are invited to interview, the Academy will obtain references from your referees. In order to prevent a delay 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.



Additional Recruitment Information

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 exempted 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 anymore who will be working or coming into contact with children; and must be received by the Academy before employment can commence.

Equality and Diversity

We recognise the benefits of a diverse workforce such as ideas and talent. We are committed to eradicating discrimination in the workplace; and becoming an employer of choice.

Newly Qualified Teachers (NQTs)

NQT's who have been qualified for less than 12 months are welcome to apply for our teaching vacancies.

Special requirements

If you require reasonable adjustments prior to your interview, these can be arranged by emailing crayfordhr@haaf.org.uk and were practical we will support your request.

Visiting the Academy

If you are successfully shortlisted to attend an interview you will be given the opportunity to have a tour of the school.

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