

Senior ICT Technician

**Recruitment Pack The Heys School**



Maximising Potential | [www.rowanlearningtrust.com](http://www.rowanlearningtrust.com/)

# Welcome



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**How to Apply**

Please submit the enclosed application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to [s.bramah@theheys.school](mailto:s.bramah@theheys.school)

Closing Date: 28th March 2023 Interview Date: to be confirmed



*Dear Applicant,*

*Thank you for your interest in the post.*

*We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team.*

*We promote a culture of high expectations, within a supportive environment, based upon our core values of, ‘Be Respectful, Be Kind, Be Determined’. These core values are intrinsic to the school; they form the basis of how we work together as a family and how pupils are rewarded for the fantastic things they do.*

*To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what The Heys School and The Rowan Learning Trust are about.*

*If your values and ambitions mirror ours and you believe you can deliver that vision, then we would be delighted to receive an application from you.*

*Visits to our school are welcome and can be arranged by contacting Sean Bramah on 0161 773 2052 or email* [*S.Bramah@theheys.school.*](mailto:S.Bramah@theheys.school)

*We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.*

*Yours faithfully,*

Mr P McKendrick

Headteacher The Heys School

# The Heys School The Rowan Learning Trust



We are a smaller than average school with a family feel. We know our students well and do all we can to ensure they have every opportunity to make the most of themselves and ***Realise their Greatness***.

At The Heys School, we focus on students’ academic progress and believe that it is important to develop the child as a whole. We offer a number of different pathways to support our students and work with a number of local providers to ensure they have every opportunity available to them. These range from work with a hairdressing academy, the local farm and many more. We are passionate about developing well rounded students who have a clear focus on their future goals and ambitions we work to enhance their cultural capital through the work with our charity program, in school foodbank and through the recently developed pledge program.

The Heys School is a diverse and exciting place to work and learn and our students always see this as a strength of the school. Our students believe that at the Heys everyone is treated equally.

We have a clear focus on ensuring that our students make good and sustained progress, regardless of their starting point. We are so proud of the amazing things that our students achieve every day and we are constantly looking for new ways to celebrate their successes. Our pupils are individuals and we celebrate them for being Heys Heroes.

We believe that education is a journey and we are committed to ensuring every student has the skills to meet the obstacles they face head on. We believe in the importance of grit, perseverance and resilience and of showing our pupils the value of getting back up and trying again if they don’t succeed the first-time round.

In the Heys family we value determination, respect and above all kindness. We are looking for committed staff who value the sense of family and are determined to support our pupils in any way they can.

The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools and to support them in their journey to become outstanding.

Currently the RLT family comprises six schools: three high schools, an all-through alternative provision academy and two primary schools.

Together we share a set of common values:

* Mutual respect
* Fairness
* Equality of opportunity
* Individual growth
* Kindness

We believe in an inclusive workplace – one that is built on fairness, merit and respect to help our employees perform to their greatest potential.



# Job Description



**Senior ICT Technician**

Reports to:

Systems/service Manager

Location:

The Heys School, Heys Road, Prestwich, Manchester, M25 1JZ

Salary:

Grade 8, scale points 12-17 (£24,496 - £26,845) Full Year

## Overall purpose of post

Under the reasonable direction of the Systems / Services Manager, carry out the professional duties in line with the job profile and in particular to:

Provide general support to staff and pupils, including preparation, and routine maintenance of resources/equipment.

Support the aims and objectives of the school Support local schools as per agreed SLAs

## Responsibilities

### Main Duties and Responsibilities:

* Carry out daily / weekly / monthly checks on school systems as required
* Line managing the Reprographics/ ICT Technicians
* Monitor the school IT helpdesk, prioritise jobs and assign jobs to the ICT technician as needed.
* Handle ticket escalations from other members of the school IT team.
* Manage the IT consumables and sundries budget for the school.
* Co-ordinate small to medium scale IT projects at school level
* Work with the Systems / Services managers on larger Trust-wide projects

### SUPPORT FOR THE CURRICULUM

* + Perform routine fault repairs of software and hardware
  + Perform network fault-finding and diagnosis as required
  + Install new software and peripherals as required
  + Install and maintain software and hardware as required
  + Manage and maintain adequate stock levels of consumables
  + Help teaching and support staff with advice regarding software and hardware as required
  + Timely and accurate preparation and use of specialist equipment / resources / materials as required by staff / curriculum etc.
  + Maintain accurate records as requested
  + Liaise with third-party support providers as appropriate
  + Provide support to local schools to meet agreed Service Level Agreements
  + Investigate and research new technologies, hardware and software and assist in implementation
  + Deliver training to teaching and support staff in the use of school systems

### SUPPORT FOR THE SCHOOL

* + Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
  + Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
  + Contribute to the overall ethos/work/aims of the school
  + Appreciate and support the role of other professionals
  + Attend relevant meetings as required
  + Participate in training and other learning activities as required
  + Assist with the supervision of pupils out of lesson times, for example extra- curricular activities, as required

The successful candidate must hold a full UK driving license and be able to provide own transport to other sites (travel expenses will be reimbursed). This role will involve working with a number of other educational establishments with whom we have ICT support

contracts.

# Person Specification



### Essential Criteria

* Level 3 or higher qualification in an IT-related subject
* GCSE grade C or above (or equivalent) in English and Maths
* Full UK driving license
* Experience of working in an IT Support Environment.
* Experience of server management.
* Knowledge of basic PC Hardware/Software & Network Systems/Printers
* Knowledge of Active Directory, Server 2008, Windows 7 etc.

### Desirable Criteria

* Degree-level qualification in an IT-related subject
* Experience of working in a school environment.
* Experience of working with Apple technologies (iPods, iPads, iMacs etc.)
* Knowledge of imaging and software deployment techniques (SCCM, Ghost etc.)
* Must enjoy seeing jobs through to completion
* Must be able to work on own initiative, and to specific deadlines
* Excellent communication skills
* Positive attitude
* Patience and determination
* Be able to work with and around staff and students in a school setting
* Flexibility
* An empathy with children
* Approachability
* The ability to organise workload.
* The ability to work without direct supervision.
* The ability to work as a member of a team
* The ability to maintain confidentiality.
* Excellent attendance and punctuality record.

# How to Apply



Please submit the enclosed application form and a supporting statement of no more than two sides of A4, outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to [jobs@theheys.school.](mailto:jobs@theheys.school) Alternatively send a hard copy to:

Sean Bramah

HR Officer & Cover Lead The Heys School

Heys Road Prestwich Manchester M25 1JZ



The Trust will make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Trust is committed to safeguarding and promoting the welfare of all children and young people and expects all staff to share this commitment. An enhanced DBS check will be required.



The Rowan Learning Trust

Registered Office: Carr Lane, Wigan, WN3 5NY Company Number 8010464

# RLT no backgroundTHE HEYS SCHOOL

**JOB APPLICATION FORM FOR SUPPORT STAFF IN SCHOOLS**

*The School and Governing Body are committed to equal opportunities in employment and welcome applications from all sections of the community.*

HEYS ROAD, PRESTWICH, MANCHESTER. M25 1JZ

**TELEPHONE:** 0161 773 2052

**EMAIL:** [jobs@theheys.school](mailto:jobs@theheys.school)

1. **POST APPLIED FOR**

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Applied For:** |  | | |
| **School:** | The Heys School, Heys Road, Prestwich, Manchester. M25 1JZ | | |
| **As advertised in:** |  | **On date:** |  |

1. **PERSONAL DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **SURNAME:** |  | **FORENAMES:** |  |
| **TITLE:**  **(Optional)** |  | **Date of Birth: (Optional)** |  |
| **ADDRESS** |  | | |
|  | | |
| **POSTCODE:** |  | **MOBILE NUMBER:** |  |
| **TELEPHONE NUMBER:** |  | **NATIONAL INSURANCE**  **NUMBER:** |  |
| **EMAIL ADRESS:** |  | | |

1. **CURRENT POST**

|  |  |
| --- | --- |
| **CURENT EMPLOYER:** |  |
| **JOB TITLE:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **DATE OF APPOINTMENT:** |  | **SALARY:** |  |
| **NOTICE PERIOD:** |  | | |
| **MAIN DUTIES AND RESPONSIBILITIES** | | | |
|  | | | |
| **Reason for this application** |  | | |

1. **PREVIOUS WORK EXPERIENCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NAME OF EMPLOYER** | **Dates of employment** | | **Post(s) held** | **Reasons for leaving** |
| **From** | **To** |
|  |  |  |  |  |

1. **OTHER RELEVANT WORK EXPERIENCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Post** | **Dates** | **Employer** | **Grade/Salary** | **Reason for Leaving** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **From** | **To** |  |  |  |
|  |  |  |  |  |  |

1. **GENERAL EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **School** | **From** | **To** | **Qualifications – Grades, awarding bodies and dates** |
|  |  |  |  |

1. **FURTHER AND HIGHER EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of College/ University** | **From** | **To** | **Qualifications – Grades, awarding bodies & dates** |
|  |  |  |  |

1. **ANY OTHER RELEVANT QUALIFICATIONS**

**Please give details of any other relevant qualifications you have for this post.**

1. **ADDITIONAL INFORMATION**

|  |  |
| --- | --- |
| Are you related to, or a close friend of, any member of the Trust or of the Governing Body of the school?  *(If yes, please state relationship)* | Yes No |
| Have you left any previous job for the reason of redundancy or are you in receipt of an occupational pension?  *(If yes, please give details)* | Yes No |
| Have you ever been dismissed from any previous employment on the grounds of misconduct or incapability?  *(If yes, please give details)* | Yes No |
| Do you hold a current and valid driving licence?  *(if yes, please state the category)* | Yes No |

|  |  |
| --- | --- |
| Please indicate if you have any special requirements to allow you to participate fully in an interview. |  |

1. **Criminal convictions or cautions**

|  |  |
| --- | --- |
| You should note that the disclosure of any offence will not necessarily prevent the Rowan Learning Trust from employing you, but we reserve the right to consider its significance in relation to working with children.  Work at the school is exempt under the Rehabilitation of Offender Act 1974. Any offer of appointment will be dependent upon the successful completion of the Disclosure and Barring Service (DBS) check at the Enhanced level.  Where serious concerns as to an individual’s suitability to work with children are expressed, the facts will be reported to the relevant authorities. | |
| Do you have any unspent criminal convictions, cautions or bind-overs?  If yes, please forward details (date, offence and sentence) with a covering letter, in a sealed envelope marked “Addressee Only – Headteacher”. | Yes No |

1. **REFERENCES**

Please state the names and addresses and telephone numbers of two persons from whom references may be obtained. **One must be your current or most recent employer**. In the absence of previous employment experience, a reference from your last place of full-time education will be a suitable alternative.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **REFEREE 1**  Please provide name and address | | | | **REFEREE 2**  Please provide name and address | | | |
|  | | | |  | | | |
| **TELEPHONE NUMBER:** |  | | | **TELEPHONE NUMBER:** |  | | |
| **EMAIL:** |  | | | **EMAIL:** |  | | |
| **Reference Type:**  (Please circle) | Employer | Education | Character | **Reference Type:**  (Please circle) | Employer | Education | Character |
| Please note that we will contact these referees if you are short-listed for this post and seek reference before interview. | | | | | | | |

1. **FURTHER INFORMATION FOR CANDIDATES**

* You will receive no further communication unless selected for interview. If you have therefore not been contacted within three weeks of the closing date for applications, you should conclude that, unfortunately, you have been unsuccessful on this occasion.
* Under the Data Protection Act, the Trust and the Governing Body will use the information given for the purpose of recruitment and selection. Strict confidentiality will be observed and if you become an employee, the information will be used for personnel, pay and pensions administrative purposes only.
* To comply with the Asylum and Immigration Act 1996 (as amended by S.147 of the Nationality, Immigration and Asylum Act 2002), all prospective employees will be required to supply evidence of eligibility to work in the UK. If you are appointed to the post you will be provided with further information detailing what documents will be required.
* To comply with the Asylum and Immigration Act 1996 (as amended by S.147 of the Nationality, Immigration and Asylum Act 2002), all prospective employees will be required to supply evidence of eligibility to work in the UK. If you are appointed to the post you will be provided with further information detailing what documents will be required.

**THANK YOU FOR YOUR INTEREST SHOWN IN THIS APPOINTMENT**

1. **DECLARATION**

To the best of my knowledge and belief all the particulars I have given are true. I understand that any false statements may disqualify me from employment or render me liable for dismissal. I also understand that no offer of employment made to me will be binding unless confirmed in writing.

I also understand that this post is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and to satisfactory medical clearance and the provision of documentary evidence (e.g. NI Number) that shows I am entitled to work in the U.K.

Signature: Date: