

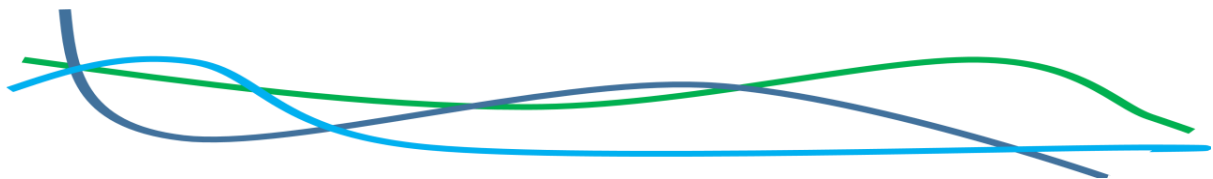


IT Services Manager

Required: ASAP

Grade 10 – Scale Point 27 - 30
Full time / 52 weeks
Starting salary £31,895

Closing date:	Monday 10 th October 2022, at 9am
Interview date:	Wednesday 19 th October 2022



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Important Safeguarding notice / Statement of Intent

As part of your wider duties and responsibilities you are required to promote and actively support the Trust's 'responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

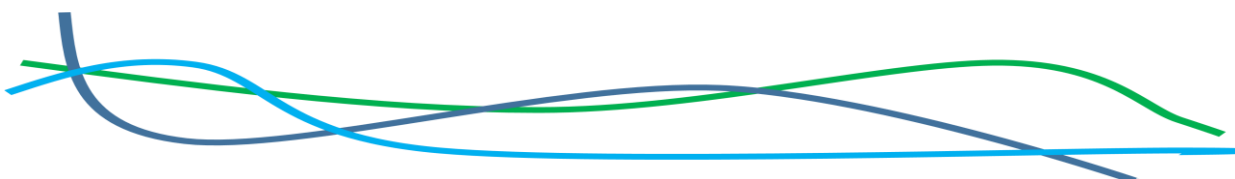
The following statement is an extract from our Safer Recruitment Policy and is in line with the Government's Department for Education document: 'Keeping Children Safe in Education 2022'

2. Statement of Intent

2.1 South Pennine Academies is committed to ensuring a culture of safer recruitment and as part of that implement recruitment procedures that deter, reject or identify people who might abuse children. All Academies across the Trust adopt a consistent and rigorous approach in the recruitment and selection processes, with the aim of ensuring that those recruited are suitable for such an important and responsible role. The purpose of safer recruitment is ultimately to:

- **Deter:** From the beginning of the recruitment process, it is important to send the right message – that the organisation has a rigorous recruitment process and does not tolerate any form of abuse. Wording in adverts and recruitment information must aim to deter potential abusers.
- **Identify and Reject:** It will not always be possible to deter potential abusers. Therefore, careful planning for the interview and selection stage, in terms of asking the right questions, setting appropriate tasks and obtaining the right information can assist in finding out who is suitable for the role and who is not.
- **Induct:** Induction is an essential part of our recruitment process, we ensure that comprehensive induction processes are in place, together with appropriate policies and procedures, raising awareness through staff training and generally developing and maintaining a safe culture within the organisation will all help to prevent abuse or identify potential abusers.

2.2 The intention of this policy is to ensure that all stages of the recruitment process contain measures to deter, identify, prevent and reject unsuitable people from gaining access to pupils within the organisation. The policy and the practical implementation of recruitment and selection processes also aim to meet all legislative requirements, any statutory or other guidance that may from time to time be issued in order to keep children safe and safer recruitment in education, as well as principles of general good practice.



Dear Potential Colleague,

Thank you for expressing an interest in the post of IT Services Manager. This is an important role for the trust and will be vital part of our digital transformation as we adopt a cloud first approach.



We are looking for an individual to lead the day to day running of our IT environment across the whole trust, manage the technical team, and work with myself to deliver and drive our IT strategy forward.

You and the IT team will work closely to develop an approachable, efficient and effective IT service to all of our Academies and Trust Teams.

Other significant areas of work will be, promoting information security ensuring we are resilient to growing cyber threats and confirm that our business continuity plans are kept up to date and relevant. Ensuring our pupils are safe online will from a vital part of this and cannot be underrated.

This is a key role for the Trust and an exciting time to join us as we bring our Central Team together in one location. You must be able to manage your own time to meet deadlines and work with the wider team as required.

The post will be based at our brand-new head office – **South Pennine Academies Business and Training Centre, The Gateway, Lowfields Way, Elland, HX5 9DX**, however you will be expected to attend meetings and work from our other Academies and organisations located in Huddersfield, Dewsbury, Oldham and Halifax.

If you think that you may be the right candidate for this exciting new role, then we look forward to receiving your application and thank you for your interest.

If you would like to discuss the role in more detail, then please do not hesitate to contact me on 01484 503110.

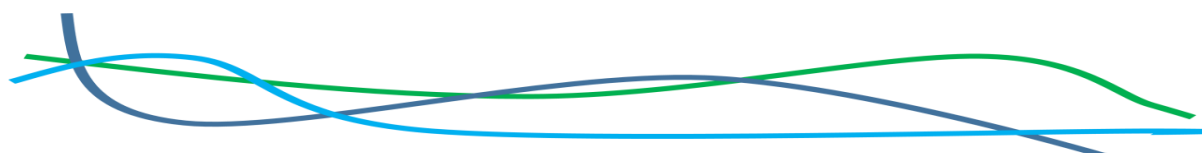
Yours faithfully

Mr Rob Furniss
Head of IT





South Pennine Academies Partner Schools



South Pennine Academies

The Trust

South Pennine Academies is a charitable Multi Academy Trust established in 2012 by our CEO Jane Acklam OBE, a National Leader of Education. Based in Huddersfield, West Yorkshire; we currently work with eleven primary and secondary converter and sponsored academies located in Calderdale, Kirklees and Oldham. The Trust also operates Huddersfield Horizon SCITT, rated an Outstanding ITT provider by Ofsted.

The team at South Pennine Academies are committed to delivering school improvement through the development of effective partnerships with our academies, the communities we serve and external organisations. Our academies are an integral part of their local communities. We value the diversity and distinctive opportunities that working within our local communities brings. Development of local solutions to meet local needs is a key aspect of our work.

Strong collaborative working brings drive, expertise and capacity to all elements of our school improvement work, allowing school to school support to flourish. By working together, we provide a high-quality educational experience and give everyone the best possible chance to achieve. Improving the life chances of all our students is central to our vision.

Outstanding learning starts with strong and effective leadership and high performing staff. We are committed to ensuring that we recruit, develop and retain high quality staff, ensuring all have access to excellent professional development opportunities. We always aim to be an employer of choice.

Vision

- To develop a group of closely partnered academies
- To ensure all academies are world class centres of Excellence for Teaching and Learning
- To ensure the Trust plays a pivotal role in improving the life chances of students
- To develop local solutions and partnerships to meet local needs
- To promote school improvement with inclusion and diversity at its core

Values

South Pennine Academies believes in school improvement through a partnership model. This brings drive, expertise and capacity to the school improvement agenda. We recognise and encourage each academy's unique characteristics and ethos, reinforcing their individual identities within their respective communities.

Working within a Multi Academy Trust allows school-to-school support to flourish. Becoming part of our partnership will allow you to become a leader not a follower, and be involved in shaping the partnership rather than having it shaped for you.

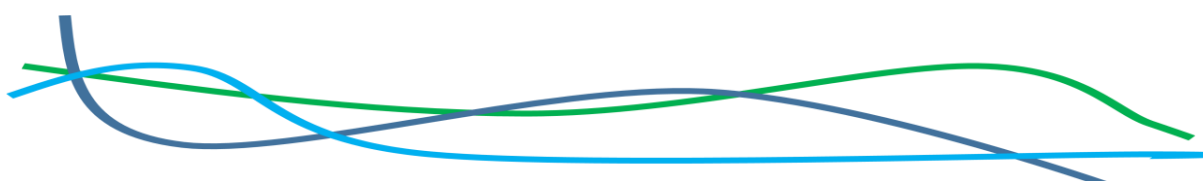
Key Priorities

- Strong and Effective Leadership
- High Performing Staff
- Successful Students
- Engaged Community



Joining South Pennine Academies

- **Professional Development** - The Trust is committed to developing all staff within their roles and creating continued fantastic opportunities for further career progression. Please visit the following link to view the South Pennine Academies CPD brochure - [South Pennine Academies - Professional Development at SPA](#)
- **Pension** – Every employee of South Pennine Academies has access to the Teachers' Pension Scheme or the Local Government Pension Scheme.
- **Wellbeing Benefits** – Through our wellbeing provider, **Smart Clinic**, staff can access a number of generous wellbeing benefits including physiotherapy, 24-hour GP helpline, cancer support, stress counselling support and weight management.
- **Free Will writing service** – Provided via solicitors Dunham McCarthy – a free and completely confidential service for all SPA employees. The free service is provided remotely, either by telephone or video call, at a time to suit you. You will have an adviser to help you complete each step from start to finish.
- **Cycle to Work Scheme** – The Trust has registered to join this scheme as a provider for staff to be able to take advantage of the salary sacrifice tax-relief arrangement. For more information, eligibility criteria and details of how to apply, please contact the central HR team.
- **Annual Flu Vaccinations** – Annual Flu vaccinations offered to staff either by visit from nurse on site or via vouchers, accepted at various GP surgeries or pharmacies



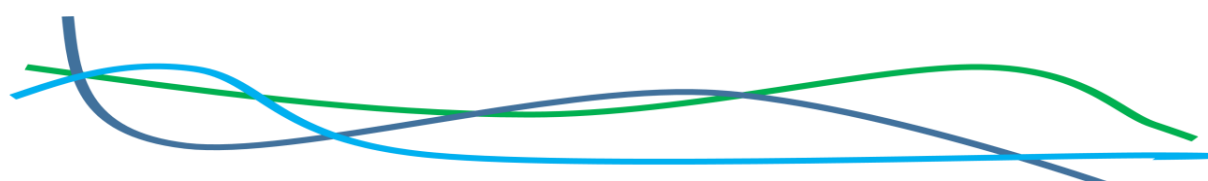
THE SELECTION PROCESS

How to Apply

If you wish to apply for the post of **IT Services Manager**, then you should:

- Complete the online application form fully, ensuring all details are accurate and all declarations are signed. Please ensure you enclose two professional referees with one being your current employer (with email addresses if possible). Do not enclose additional CVs.
- Applications are made via the **My New Term** portal and can accessed using the following link: [Teaching & Education Jobs Search | Find Teaching, Leadership & School Support Vacancies \(mynewterm.com\)](https://mynewterm.com/Teaching&EducationJobsSearch/FindTeachingLeadership&SchoolSupportVacancies)
- Ensure you fully complete the relevant skills and experience section of the form, addressing the key characteristics and experiences outlined in the person specification and the unique contribution that you could make to the future success of our Trust.
- Applications are welcome from both internal and external candidates.
 - Submit your application by: **see front page**
 - Interviews to be held on: **see front page**

Successful applicants will be required to undertake an Enhanced Criminal Records Check via the DBS. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



Job Description

IT Services Manager Grade 10

PURPOSE OF POST

To enhance the education of our students by providing excellent IT support and advice while working as part of the Trust IT team.

KEY AREAS

1. Technical
2. Management
3. Strategic
4. General

DUTIES AND RESPONSIBILITIES

1. Technical

- 1.1 Day to day technical management of IT environment ensuring BAU running across the Trust
- 1.2 Point of escalation for IT issues across the Trust
- 1.3 Collaborate and lead with technical projects
- 1.4 Organise and coordinate testing of backup and disaster recover solutions
- 1.5 Work to maintain and improve efficient use of M365
- 1.6 Work as part of the Trust IT team so support all academies
- 1.7 Provide training to technical and non-technical staff when required
- 1.8 Promote information security across the whole Trust

2. Management

- 2.1 Manage the IT technical team taking responsibility for their professional development and performance management
- 2.2 Manage IT documentation ensuring information is accurate
- 2.3 Liaise and manager contracted external providers
- 2.4 Plan service and maintenance schedules to take place during most convenient times minimising disruption
- 2.5 Manage resources to ensure issues are dealt with in timely manner prioritising works as necessary
- 2.6 Attend Trust meetings and carry out administrative tasks
- 2.7 Make sure Trust policies are consistently implemented

3. Strategic

- 3.1 Plan and organise infrastructure architecture effectively and efficiently
- 3.2 Support Head of IT with development and implementation of IT strategy
- 3.3 Support the development of the Trust's and academies disaster recovery, business continuity, risk registers, and other related plans
- 3.4 Assist with due diligence and on boarding of new academies into the Trust
- 3.5 Keep up to date on developments in technology for the education sector, advising leaders to developments that could support the Trust's work
- 3.6 Support the Academy Leaders' strategic and budget planning with items relating to IT ensuring it supports the Trust's wider strategic planning, vision and aims
- 3.7 Take active role in decision making and consultation processes
- 3.8 Support and promote cloud first approach to IT services and delivery

GENERAL

To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the postholder's manager from time to time, in consultation with the postholder.

The postholder's duties must at all times be carried out in compliance with the academies Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.

- a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.
- b) Co-operate with management of the academy as far as is necessary to enable the responsibilities placed upon the academy under the Health and Safety at Work Act to be performed, e.g. operate safe working practices.
- c) It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards employees. The postholder should also counteract such practice or behaviour by challenging or reporting it.

As part of your wider duties and responsibilities you are required to promote and actively support the academies responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable. Please refer to your Employee Handbook for further information regarding Safeguarding

As a part of your role, travel will be required between all 11 academies. This post will be categorised as an essential car user.

RESPONSIBLE TO: Head of IT

RESPONSIBLE FOR: Senior Technician & Technicians across the trust

PERSON SPECIFICATION

IT Services Manager

E = Essential

D = Desirable

ATTRIBUTES		RELEVANT CRITERIA		HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1	5 years working in IT support in educational environment	Application Form/ Selection Process	E
		1.2	Support of IT infrastructure and applications in an end user computing environment, including management of server and networking systems		E
		1.3	Line management of technical support staff		E
		1.4	Strategic IT planning		D
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1	GCSE English and Maths at Grade C or above	Application Form/ Selection Process	E
		2.2	Level 3 IT qualification or equivalent		E
		2.3	Full UK driving licence and access to own vehicle		E
		2.4	University degree in computing		D
		2.5	Recognised IT qualification/certification e.g. Cisco, MS		D
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1	Microsoft software including Windows OS, Office suite, and M365	Selection Process	E
		3.2	Windows server management including Active Directory, DHCP, Group Policy		E
		3.3	Virtual machine management using Hyper-V	Selection Process	E
		3.4	Desktop deployment using MDT		E
		3.5	Network management including VLANs and routing		E

Strong and effective leaders::High performing staff::Successful students::Engaged community

		3.6	Management of VoIP systems		E
		3.7	iPad management and deployment		E
		3.8	Consistent and methodical approach to troubleshooting		E
		3.9	Excellent written and oral communication and interpersonal skills		E
		3.11	Up to date knowledge of IT standards and legislation including GDPR		E
		3.12	Commitment to safeguarding		E
		3.13	Follow and promote Trust policies and academy		E
		3.14	Meraki networking		D
		3.15	Management of internet filtering		D
4.	PERSONAL QUALITIES	4.1	Work well in a team	Application Form/ Selection Process	E
		4.2	Prioritise workload and meet deadlines		E
		4.3	Flexible and adaptable to changing requirements		E
		4.4	Willing to learn		E
		4.5	Passionate about end user outcomes		E
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to undertake continued training and development	Selection Process/ Application Form	E
		5.2	Full, clean, driving licence		E

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Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters E and D in the "Rank" column refer to the importance we will give your answers when we read your applications.

You must have all the E's on day one to be able to do the job, you need to have all the D's to do the job, but they could be learnt during the induction. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people.

We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.