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| <b>Organisation:</b>                  | Watergrove Trust                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Section:</b>                       | Associate Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Location:</b>                      | Across any of the schools within the Watergrove Trust                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Job Title:</b>                     | IT Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Hours:</b>                         | 36 ¼ hours, working All Year Round                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Grade:</b>                         | 8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Grade Range:</b>                   | Points £34,834 - £36,648                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Accountable to:</b>                | Strategic IT Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Accountable for:</b>               | Academy IT Lead, IT Technician and IT Apprentice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Special Conditions of Service:</b> | <ul style="list-style-type: none"><li>• All posts require satisfactory pre-employment checks including enhanced DBS clearance prior to appointment.</li><li>• From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required or to perform routine system upgrades and general maintenance.</li><li>• A full driving licence and access to a vehicle with business insurance is required.</li></ul> |

Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

#### **PURPOSE AND OBJECTIVES OF THE ROLE**

To support all technical aspects of curriculum and administrative IT systems across the Trust.

To assist in the development of the Trust's IT network and communications systems so that the Trust is positioned at the forefront in its use of IT.

To ensure that a high quality, customer focused service is provided and to act as an enabler to learning and teaching.

## **Safeguarding**

Fulfil responsibilities and obligations in relation to the safeguarding of children.

To adhere to the Academy Trust rules and regulations relating to the use of IT, e-mail and intranet/internet access.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self, colleagues and students in accordance with the Health and Safety Policies of Watergrove Trust, and current legislation.

## **Relationships (not exhaustive)**

Headteacher

Senior Leadership Team

Colleagues

Teaching Staff

Associate Staff

Students

Parents

Visitors

Contractors

Governors /Trustees

## **Organisational Chart**

|                               |
|-------------------------------|
| <b>Strategic IT Director</b>  |
| <b>IT Operations Director</b> |
| <b>IT Service Manager</b>     |
| <b>Academy IT Lead</b>        |
| <b>IT Technician</b>          |

## **Values and Behaviours**

Our mission is to be ever **“Providing more”** to the communities we serve, to enable life in all its fullness. Our Trust is enabled by a mutual interdependency within which we will always:

- Coach
- Challenge
- Innovate

Watergrove Trust has high expectations of its pupils and staff and we expect our employees to be aware of, and apply these values and behaviours at all times.



## **Responsibilities**

The postholder must:

1. Perform his/her duties in accordance with the Equal Opportunities Policy.
2. Ensure that the Trust's commitment to public service orientation and care of our customers is provided.
3. Be able to render regular and efficient service to undertake the duties of this post.

## **Principal Duties**

### Operational

1. To support the Strategic IT Director in the delivery of high-quality Information and Communications Technology (ICT) services across the Trust, ensuring that ICT is always fully available every school day
2. To ensure continuity of ICT systems provision and security of data held in or exchanged within the Trust's schools' external providers
3. To keep the School's ICT in the best possible condition, focusing on the requirement to keep the ICT 100% safe, secure, compliant and available
4. Ensure where appropriate that ICT related external contractors are delivering the service expectations agreed at the time contracts were signed
5. Working with the Strategic IT Director to deliver the agreed range of projects to meet outcomes, time, budget and quality expectations
6. To follow ICT developments closely and identify scope for implementation of innovative approaches within the Trusts schools.

### Systems / Network Support

1. Provide technical support (including the Helpdesk) for the IT network, systems and stand alone units across the Trust as directed, including servers, PCs, operating systems, cloud based technologies, telephones and peripherals.
2. Manage user accounts via active directory, group policy and the Google Admin Panel. User management including changing passwords and adding staff and students to the network.
3. Prioritise staff requests for technical support in accordance with the relevant recording system.



4. Keep up-to-date and familiar with all IT policies and procedures across the Trust, including those for architecture, security, disaster recovery, standards, purchasing, health & safety and service provision.
5. Configure and test ICT equipment and networks, including hardware, peripherals, and software and ensure efficient performance and appropriate settings.
6. Help to develop standard operating procedures and best practices, including provision of written protocols and guidance to IT staff and end users.
7. Help ensure that all possible measures are taken across the Trust to prevent pupils accessing inappropriate internet sites or e-mail facilities.
8. Work to maintain the efficient data flow, integrity and security of the Trust's IT systems.
9. Carry out regular housekeeping to ensure that servers are configured and managed effectively.
10. Support and develop the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including coordination of appropriate backup regimes and virus protection).
11. Help maintain the Trust's internet connection including liaison with service providers.
12. Provide guidance and support during systems upgrade, installations, conversions and file maintenance.
13. Provide support and advice for the Trust's websites as required, in conjunction with Leadership Teams in individual schools.
14. Work to ensure staff desktop and mobile devices are properly maintained and upgraded with new / replacement software as required.
15. Participate in systems development and enhancement and the integration of new systems with existing systems.
16. Keep current with the latest IT technologies.
17. Ensure that the school(s) is compliant with GDPR, copyright and ICT access/security requirements.
18. Attend any training and professional development activities as appropriate.
19. Attend ICT team meetings, ensuring that all technical or assigned actions are completed to agreed deadlines.



20. Ensure all ICT documentation is complete and up to date and review policies in conjunction with the Trust's IT Operations Director.
21. Ensure all ICT licences, maintenance agreements and system warranties are up to date and compliant.
22. Work with the Senior IT staff and where appropriate other staff to identify technical and other ICT training needs and take the necessary action to support and/or provide the training required.

### Finance

1. Assist in maintenance of materials and stock and reorder as necessary, within agreed budgetary guidelines. Check deliveries and resolve any queries with suppliers or members of staff as appropriate.
2. Help carry out annual stock take of items to ensure inventory is kept up to date as per inventory procedures and ensure any disposals are recorded as per current procedures.

### Administration

1. Maintain accurate records and documentation to assist in the identification and resolution of issues and the effective management of contracts.
2. Provide reports upon request to the school(s) SLT team and the Trust Central Management team relating to performance and availability of IT systems and deployment of equipment.

### Responsibilities for equipment and other school resources

1. Ensure that school equipment is maintained and kept available at all times, and provide rapid and accurate repair to hardware issues.

### **Secondary Duties**

1. Uphold the professional standards expected of every member of Trust staff in all dealings with colleagues, students, parents / carers and the wider community and adhere to the principles expressed in the aims of the Trust.
2. Work collaboratively across departments with colleagues and students to ensure the Academy and Trust operates as effectively as possible to achieve its aims. Develop collaborative working relationships with other managers and colleagues in the Trust.
3. To participate in programmes of training as a trainee and when required as a trainer facilitator. Actively contribute to the continued development of the Trust by attending training, participating in relevant meetings, and putting forward ideas for improvement. To demonstrate a commitment to self-review and professional development.



4. Be aware of and comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection, reporting all concerns as appropriate.
5. Maintain designated databases/files in accordance with Trust policies for data governance, as appropriate for the role.
6. To support and participate in team working across the Trust, including working within other areas/ schools as required in the light of operational needs of the Trust and to facilitate the career development of the post holder. Prepare and contribute to Trust wide development by sharing best practice and professional feedback.
7. To undertake duties as part of the team rota - To act as a team member and undertake general office duties as and when required to support the overall service delivery to the academies, students and families. Be a positive, collaborative team member.
8. To undertake such other duties and responsibilities of an equivalent nature commensurate with the level of responsibility that may be allocated periodically, as may be determined from time to time by the CEO (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).
9. The postholder's duties must at all times be carried out in compliance with the Trust's 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) Cooperate with management of the trust as far as is necessary to enable the responsibilities placed upon the trust under the Health and Safety at Work Act to be performed, e.g. operate safe working practices including both mental and physical wellbeing.
  - 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.
10. To attend and participate in meetings as required.
11. Play a full part in the life of the Academy community, supporting our ethos and values encouraging staff and students to follow this example.
12. Support the Academy and the Trust in meeting our legal requirements for worship.
13. Actively promote the Academy and Watergrove Trust corporate policies.

Job Description Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_



Postholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year as part of the performance management cycle and may be subject to modification or amendment at any time after consultation with the post holder.*



## Watergrove Trust Person Specification

|                       |                         |               |                    |
|-----------------------|-------------------------|---------------|--------------------|
| <b>Organisation :</b> | <b>Watergrove Trust</b> | <b>Post:</b>  | IT Service Manager |
| <b>Section :</b>      | Associate               | <b>Grade:</b> | 8                  |

### **Note to Applicants:**

**Essential Criteria (E)** are the qualifications, experience, skills or knowledge that you MUST SHOW YOU HAVE to be considered for the job.

There are a range of methods by which this information can be obtained. The 'How Identified' column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you MUST include details relating to this aspect in your **Application Form**. You must include examples from either paid or voluntary work. Do not leave gaps in employment.

**Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff to share this commitment.**

| Criteria                                                                                                            | Essential (E) or Desirable (D) | How Identified:<br>AF Application Form<br>I Interview<br>A Assessment |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------|
| <b>Qualifications</b>                                                                                               |                                |                                                                       |
| Good standards for literacy and numeracy GCSE Grade C in Maths and English or equivalent (Level 2)                  | E                              | AF, certificates                                                      |
| Relevant IT qualification (e.g.CompTia A+ / NVQ) or higher                                                          | D                              | AF, I, check certificates                                             |
| Current IT vendor certification<br>Or ability to demonstrate equivalent experience                                  | D                              | AF, I, check certificates                                             |
| Willingness to complete appropriate training and professional development                                           | E                              | AF, I                                                                 |
| <b>Skills and Experience</b>                                                                                        |                                |                                                                       |
| Approachable with excellent communications and interpersonal skills                                                 | E                              | AF, I                                                                 |
| Demonstrates a level of gravitas commensurate with the role                                                         | E                              | AF, I                                                                 |
| Logical thinker and ability to act on own initiative                                                                | E                              | AF, I                                                                 |
| Able to effectively prioritise own workload and manage that of the team and effectively motivate and lead your team | E                              | AF, I                                                                 |
| Plan and initiate projects and oversee implementation across a range of locations. Proven track record in using     | D                              | AF, I                                                                 |



|                                                                                                                                                                                                        |          |                 |
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| development methodologies or recognised project management techniques to deliver successful ICT developments                                                                                           |          |                 |
| Proven experience in ensuring a safe, secure and compliant ICT environment                                                                                                                             | <b>E</b> | <b>AF, I</b>    |
| Knowledge and experience in the Education sector or not for profit                                                                                                                                     | <b>D</b> | <b>AF, I</b>    |
| Able to relate well to both Staff and Students with a range of IT abilities                                                                                                                            | <b>E</b> | <b>AF, I</b>    |
| Able to exercise judgement and refer matters as necessary                                                                                                                                              | <b>E</b> | <b>AF, I, A</b> |
| Creative approach leading to solution focused results with a passion for learning and development                                                                                                      | <b>E</b> | <b>AF, I, A</b> |
| Experience of driving through effective change                                                                                                                                                         | <b>D</b> | <b>AF, I</b>    |
| Energy, drive, enthusiasm and ideas for improving business results                                                                                                                                     | <b>E</b> | <b>AF, I</b>    |
| Flexible and open minded approach to completion of work                                                                                                                                                | <b>E</b> | <b>AF, I</b>    |
| Knowledge and experience of working with Google Workspace                                                                                                                                              | <b>D</b> | <b>AF, I, A</b> |
| Knowledge of Web delivery mechanisms                                                                                                                                                                   | <b>D</b> | <b>AF, I</b>    |
| Experience of installation of hardware, software and peripherals                                                                                                                                       | <b>E</b> | <b>AF, I, A</b> |
| <b>Knowledge and Ability</b>                                                                                                                                                                           |          |                 |
| Understanding of the importance of safeguarding/child protection when working in a school setting                                                                                                      | <b>E</b> | <b>AF, I</b>    |
| Able to diagnose faults and find solutions to the problem, understanding the importance of adopting a logical approach to fault finding, working within codes of good practice                         | <b>E</b> | <b>AF, I</b>    |
| Excellent organisation skills. Ability to lead and prioritise own workload, work as part of a team and work to deadlines                                                                               | <b>E</b> | <b>AF, I</b>    |
| Knowledge of working with current IT technologies including hardware and software                                                                                                                      | <b>E</b> | <b>AF, I</b>    |
| Interest and ability in developing the staff within and beyond the team                                                                                                                                |          |                 |
| Able to communicate the realities and possibilities of ICT to non-technical audiences including Senior Leaders, managers and staff                                                                     | <b>E</b> | <b>AF, I</b>    |
| Ability to relate well to both Staff and Students with a range of IT abilities                                                                                                                         | <b>E</b> | <b>AF, I</b>    |
| Experience of working within a busy customer focused, service driven IT support department preferably (but not essential) within a school environment                                                  | <b>E</b> | <b>AF, I</b>    |
| Knowledge and experience of working with the Microsoft product set, including but not limited to; servers and desktop operating systems, applications and applications suits and Microsoft Office 365. | <b>E</b> | <b>AF, I</b>    |



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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------|
| Knowledge and experience of working with multiple ICT technologies including but not limited to; firewalls, web filters, anti-virus and security suits, Wi-Fi, virtualisation, backup and restore both physical and cloud based.                                                                                           | <b>E</b> | <b>AF, I</b> |
| <b>Special Working Conditions</b>                                                                                                                                                                                                                                                                                          |          |              |
| From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required or to perform routine system upgrades and general maintenance. | <b>E</b> | <b>AF, I</b> |
| The role may require some manual handling of bulky and moderately heavy items                                                                                                                                                                                                                                              | <b>E</b> | <b>AF, I</b> |
| A full driving licence and access to a vehicle with business insurance is required                                                                                                                                                                                                                                         | <b>E</b> | <b>AF, I</b> |
| This post is based across the trust and there may be a requirement for you to work at any of our partnership schools as required                                                                                                                                                                                           | <b>E</b> | <b>AF, I</b> |

