

Huxlow Academy

IT Services Manager

Remuneration:

Grade I (Core) / Points 22 to 26 / £29,439 to £32,909

Grade J (Enhanced) / Points 27 to 31 / £33,820 to £37,261

Contract: Full Time – Mon to Thurs 8.00am to 4.30pm & Fri 8.00am to 4.00pm (37 hours pw) / 52 wks per year

Huxlow Academy is a fully inclusive school, located in Irthlingborough, East Northamptonshire. Our students are a vibrant and varied mix that bring an energy that is not found in many other schools. The loyalty the students show for the staff and community, whom they recognise care so deeply about them, is what makes Huxlow a very rewarding and fun place to work. If you want to work with a team committed to making a difference to the lives of the young people in our community, we want to hear from you!

We are looking to recruit a knowledgeable, proactive IT Services Manager to lead our small IT team in delivering reliable and efficient IT systems and provide comprehensive IT support to staff, students, and visitors. The role requires an excellent organiser, who has a strong understanding of IT systems and the ability to maintain them. Substantial knowledge and experience of IT systems and networks and the ability to problem solve and make repairs are essential. As the Services Manager, you would be responsible for the day-to-day running of the school network.

The successful candidate will:

- Have excellent organisational skills.
- Have strong interpersonal skills and be able to relate to a wide range of people.
- Be able to work well as part of a team but also demonstrate the initiative and ability to work alone.
- Have excellent attention to detail.
- Be able to demonstrate that they meet the requirements set out in the person specification.
- Be required to undergo an enhanced DBS disclosure check.

If you believe that you have these qualities, are passionate about being involved in the growth of students and are interested in working as part of our school team, then we look forward to hearing from you.

Training and development opportunities will be offered. All staff are encouraged to study further and the trust will actively support staff to obtain relevant further qualifications where possible.

Tove Learning Trust is a fast moving and exciting place to work. The trust schools have a shared vision and purpose: to deliver outstanding educational experiences that lead to inspiring outcomes. Each academy has a strong individual identity and tailors their educational provision to serve their local community. Academies within the trust collaborate to share expertise and maximise opportunities and experiences for our students.

The Trustees of Tove Learning Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

How to apply

All documents including the full job description, person specification and application form are available on our website <https://www.huxlow.northants.sch.uk/> Please ensure your application form and covering letter includes examples of your experience and how you meet the criteria outlined in the job description and person specification. Further information requests or completed applications should be sent to Sonya Earby-Martin or Kerry Hughes E: hr@huxlow.northants.sch.uk T:01933 650496

Closing date: 9am on Friday 23rd June 2023

Interview date: W/C Monday 26th June 2023

IT Services Manager Job Description

Role:	IT Services Manager
Reports to:	School Business Manager
Location:	Huxlow Academy
Contract:	Full Time – Mon to Thurs 8.00am to 4.30pm & Fri 8.00am to 4.00pm (Incl 30min unpaid break) 37 hours pw / 52 wks per year
Grade/Paypoint:	Grade I (Core) / Points 22 to 26 / £29,439 to £32,909 Grade J (Enhanced) / Points 27 to 31 / £33,820 to £37,261

Job Context

As of June 2023, the trust consists of thirteen academies across Northamptonshire, Buckinghamshire, and the West Midlands.

The IT Services Manager role will continue to be based at their home school and provide the infrastructure, hardware and software support required to the school community. In addition, there is a requirement to actively participate in the central services element of the role across the trust. The IT Services Manager will work as part of a team across the trust who will ensure safe, efficient, and effective operation and maintenance of IT and digital services in the trust schools. Opportunities to develop a specialism that allows the trust to function as a central service in a number of other technologies including but not limited to network management, security, software, telephony, print management and social/ digital media will be available.

Key Responsibilities

- In conjunction with the TLT Head of IT, support, manage and deliver the Trust's IT strategic plan by participating in trust wide initiatives.
- Manage the IT Service and networks in base school to optimise the user experience and adapt to align with the way the Trust delivers its IT service to ensure the best possible service delivery.
- Manage one or more IT Technicians and jointly ensure the team as a whole is progressive, motivated, and well equipped to offer a high-quality level of service at both school level or across a trust team.
- Develop and maintain the trust wide Service Desk system.

Job Description

IT Strategy

- 1) Support the TLT Head of IT by being a key player in the development of the trust's technological advancement ensuring students across the trust have access to the best tools possible to enhance their learning experience.
- 2) Help to, and individually manage the effective implementation of projects and Trust/School IT initiatives.
- 3) Contribute to the overall ethos, work & aims of the trust schools. Be aware of Trust's, individual school and government policies and deliver the IT service in accordance with these.
- 4) Manage the IT budgets at school level and ensure this aligns with the trust wide IT Development Plan to maximise efficiency, value for money, and eliminate duplication of resources.

Base School IT Service management

- 1) Provide detailed knowledge of the school's technological resources and plan effectively for their replacement and advancement in line with the trust policies.
- 2) Consult with and assist the TLT Head of IT regarding the procurement of all IT equipment and consumables to include all supplier negotiations and stock auditing,
- 3) Manage and maintain the schools' wireless network and ensure all users have the highest quality experience wherever they are in the school.
- 4) Oversee the management of classroom management software and ensure data around usage in this area is consolidated at Trust level.
- 5) Maintain access for whole school information systems such as SIMS/Go4Schools / ClassCharts / ShowMyHomeWork etc.
- 6) Liaise with partners and external suppliers of the school on IT related issues and ensure the school complies with its obligations of GDPR with third party users of our data.
- 7) Assist with the technical upgrade, implementation, and training for SIMS / Insight / Go4Schools / Google Classroom / Office 365 platforms.
- 8) Be responsible for the school's audio-visual systems ensuring all classrooms have the appropriate provision when they need it and that it is well maintained and working effectively.
- 9) Manage local and trust wide IT projects as required, including the installation and configuration of new and existing IT equipment in base school or any other trust school if requested.
- 10) Carry out repairs and maintenance to school and trust hardware to maximise the efficiency of equipment.
- 11) Ensure the correct disposal of damaged and un-repairable equipment (WEEE) and that the school meets its recycling duties in line with current procedures and legislation.
- 12) Manage and maintain the school's network cabling infrastructure.
- 13) Be responsible for the assessment of new education builds: including effective implementation and functionality.
- 14) Ensure an up-to-date inventory is maintained of all school IT equipment.
- 15) Manage school's IT equipment cleaning programme to include computers, laptops, and data projectors.
- 16) To assist with the production of an annual audit of the IT equipment for the TLT Head of IT.

IT Management & Service desk support

- 1) Line manages the IT Technician in base school and potentially other technicians in a trust school who is linked to the IT Services Manager for a particular service area.
- 2) Provide support, training, and development opportunities to the IT Technician(s) in order that they can cover for the IT Services Manager role in their absence.
- 3) Contribute to the initial and continual development of the Trust's Help Desk system and associated processes that ensures requests for work are prioritised and completed in line with the Trust's IT Support Function's standards.
- 4) Engage with and work towards achieving and maintaining ITIL recognised standards of support within the Trust's IT Support Function.
- 5) Provide a high quality of user support to include:
Trouble shooting on hardware and software issues, Classroom Management Solutions (i.e. AB Tutor / Impero / Senso), Google applications, Relevant software packages, Desktop support, Peripherals support, VOIP phone support, Install software as required and expected standards.

General

- 1) Carry out all problem solving, changes, configuration, availability, capacity, and continuity processes in-line with the framework for IT in school's recommendations and guidelines.

- 2) Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades including software.
- 3) Participate in training and other learning activities and performance development as required.
- 4) Recognise own strengths and areas of expertise and use these to advise and support others.
- 5) Take responsibility for own professional development, continually keep updated about new initiatives in educational IT, and contribute to the school as a learning organisation.
- 6) To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation.
- 7) Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

Enhanced Role

- 1) Under the direction of the TLT Head of IT, lead on a project or area of specialism across the trust and become the Champion of that area.
- 2) Provide knowledge and expertise in this area and be the designated person for these queries on the Service Desk.
- 3) For the specified area, play an active role in the research, development and implementation of new systems or equipment required by the Trust.
- 4) Lead a team of one or more IT Technicians who will support in this area.
- 5) Produce reports relating to the key performance indicators of this specialism for the TLT Head of IT for presentation to the Board of Trustees.
- 6) In the event that specialist services are required by other schools in the trust, lead on the implementation and training of such services to ensure successful integration at each required location.
- 7) Assist the TLT Head of IT with the policies and procedures relating to the specialist area that can be applied across the trust.

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description, but which is within the remit of the role, duties, and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.

It is the post holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he comes into contact with and adhering to and ensuring compliance with the School's Safeguarding and Child Protection Policy at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the s/he must record the details and take appropriate action, according to the nature of the concern, to safeguard the young person and inform the relevant staff within school, including the Designated Safeguarding Lead.

Identity, Prohibition, Qualification, Barred List, Enhanced DBS, Section 128, Overseas, Right to work, Reference, Criminal Record and Medical Checks are essential for all applicable posts at the School.

IT Services Manager

Person Specification

	Essential	Desirable
PRE-EMPLOYMENT CHECKS		
Criminal Records	*	
Enhanced Disclosure and Barring	*	
Proof of identity	*	
Medical Questionnaire	*	
Satisfactory References	*	
QUALIFICATIONS AND TRAINING		
Educated to degree level or equivalent in an IT related discipline		*
Level 2 qualifications in IT, English and Maths - GCSE or NVQ2 or equivalent, or above	*	
Professional IT qualifications/certifications and strong evidence of continued professional development post qualification	*	
EXPERIENCE		
Working knowledge and experience of Active Directory (ADUC, DNS, Group Policy)	*	
Working knowledge and extensive experience with client, server, and networking technology	*	
Experience and sound track record in a similar role	*	
Experience and sound track record in a similar role in a school environment		*
Second Line IT Experience (including remote support, offsite and onsite support)	*	
Experience of implementing and maintaining Audio Visual technology / hardware	*	
Experience with supporting and maintaining telecom technology		*
Extensive knowledge and experience in troubleshooting PC, server, & network hardware and software issues	*	
Good understanding of networking principles and topology.		*
General understanding of "Best Practice," e.g., ITIL, FITS or MOF		*
Experience of managing Cybersecurity in a complex organisation	*	
Membership of a Professional IT Association, e.g., BSC, IET, etc.		*
Strong people management and communication skills	*	
Experienced in managing, supervising, training, and monitoring IT technicians	*	
PERSONAL ATTRIBUTES		
Work in accordance with the Trust's values and behaviours	*	
Eligible to live and work in the UK	*	
Willing to work flexibly in accordance with policies and procedure to meet the operational needs of the Trust	*	
Commitment to deliver a first-class service to internal and external customers	*	
Ability to travel independently to other sites in the local vicinity	*	
Excellent practical and problem-solving skills	*	
Able to work using own initiative, be pro-active and work as a part of a team	*	
Excellent interpersonal skills with the ability to establish positive working relationships with all pupils, staff, and customers	*	
A commitment to continuing personal development and training	*	
A commitment to safeguarding and promoting welfare of children and young people	*	

Why Join Huxlow Academy?

Letter from the Headteacher

Dear Candidate

Thank you for your interest in the role of IT Services Manager at Huxlow Academy. We trust this application pack provides you with an insight into life at our school and encourages you to apply for the role.

We are incredibly proud of our school, a medium-sized Secondary Academy (11-18), located in Irthlingborough, East Northamptonshire. As a fully inclusive school our students are a vibrant and varied mix that bring an energy that is not found in many other schools. The loyalty the students show for the staff and community, whom they recognise care so deeply about them, is what makes Huxlow a very rewarding and fun place to work. If you want to work with a team committed to making a difference to the lives of the young people in our community, we want to hear from you!

I believe that every student and staff member that walks through the doors of Huxlow is a valuable member of our community, and we work hard to ensure they are welcomed, supported, and challenged to be the best version of themselves that they can be.

We are entering an exciting new phase in the history of Huxlow and are placing a pursuit of excellence at the core of everything we do. I hope that you feel inspired to aim high and come and join us as we strive to make Huxlow even better.

Academic success is hugely important to us as we recognise its power to open doors for young people. We have a rich history of students of all abilities, and from a wide variety of backgrounds, meeting and exceeding their potential. In 2019, Year 11 students achieved some of the best GCSE results in the school's history. 53% of students gained 5 GCSE's including English and Maths at Grade 4 and above. Recent CAGs and TAGs have returned record progress data for the school for KS4 and KS5. We were delighted by these excellent results, which reflect the high level of dedication of both our students and staff. As the Headteacher, I am committed to improving the school even further for our students.

We place an emphasis on respect for each other and working together to ensure that our community is constantly developing. Huxlow students are exceptional, staff go the extra mile, and we are dedicated to Professional Learning and Development.

Please explore our website, the recent Headteacher's letters section and our social media, to gain a flavour of what it means to be part of the Huxlow Academy community. We hope you are as impressed by our school as we are. I look forward to receiving your application should you decide you want to be a part of the Huxlow team.

Please contact the school if you have any questions or require any further information.



Paul Letch
Headteacher

Huxlow Academy Information

The Curriculum

Our ambitious curriculum is designed to deliver our vision of “Thriving Through Excellence”. This means we offer a perfect balance of academic learning, personal development, and enrichment.

All teaching and learning is designed to meet our high expectations and aspirations with a clear focus on sharing knowledge and developing lifelong skills. Every child is pushed to do the very best they can do, whilst taking account of every individual’s needs.



Our Key Stage 4 programme is currently extended over 3 years to develop deeper understanding and mastery of subjects at GCSE, in order to achieve the highest outcomes and to aspire for every student to reach their potential.

- All students study English, Mathematics, Science, Religious Studies, Physical Education and French
- At Key Stage 3 students also study Technology, Geography, History, Music, and Drama
- At Key Stage 4, alongside our core subject students, make a number of option choices from the range of other subjects including Psychology, iMedia, Sociology, Photography, Dance and Business Studies.

All of this is supplemented by a rich programme of enrichment, curriculum themes and extra-curricular activities.

Our excellent Key Stage 5 provision is delivered alongside our fellow Tove Learning Trust partner, Rushden Academy, as part of The East Northamptonshire School (TENC). Our joint provision has one of the most comprehensive choice of subjects in the county, consisting of over 20 A Level courses and additional BTEC Level 3 courses. Please visit www.tenconline.co.uk for more details.



Huxlow Academy Information

Extra-Curricular and Enrichment

At Huxlow Academy there is a strong commitment from staff to offer our students an inclusive and enriching educational experience, both within the curriculum and through a wide range of extracurricular opportunities.

An exciting array of clubs, activities and trips provide a springboard for developing key life skills. There really is something for everyone! Inspiration is achieved through our many day and residential trips.



Post Covid we are also once again offering highly popular and enriching residential trips and experiences.

These include:

- Duke of Edinburgh expeditions
- Normandy/ Paris/ Holland – Cultural trips
- Austria Ski Trip
- Uganda - International Youth Conference.

Students have the opportunity to visit places of interest in the UK, including theatres, university campuses, science conventions and careers establishments. They are able to experience visiting speakers, authors, and theatre groups during their time at Huxlow. We are also extremely proud of our sporting achievements. Huxlow students have repeatedly achieved excellent results at District, County and National level. Many team and individual sports are run as clubs and activities by our motivated and competitive Physical Education team.



Huxlow Academy Information

Vision, Mission, and Values

Our Vision and Mission:

At Huxlow Academy we create the opportunities to enable everyone that walks through our doors to ultimately achieve our vision of “Thriving Through Excellence”.

Our mission is to achieve this by building an exceptional learning community of aspirational and responsible citizens.



Huxlow is an inclusive school where every student matters. Students come to Huxlow Academy from a variety of backgrounds and quickly become a part of the Huxlow family. Alongside high-quality teaching, we provide a wide variety of effective support. Our success is achieved by knowing every student as an individual and caring for them personally and academically. Students are prepared to successfully navigate the many opportunities and challenges that are presented by the modern world.



To fulfil our mission we work, study, and collaborate by placing a focus on three core values.

- **AMBITION** - We strive hard to achieve the very best in all that we do, and we celebrate achievement and excellence. We enable our students to fulfil their academic and personal purpose.

- **RESPECT** - We pride ourselves on being a school that fosters relationships in an atmosphere built upon empathy, mutual respect, dignity, equity, diversity, and fairness.

- **PRIDE** - Pride in all we do, both from within school and across the wider community, is at the core of our actions. Our students go on to become successful adults and we enable our students to develop the pride and character we need them to have in the future.

