



ICT Operations Manager Application Pack



Head Teachers Welcome

Dear Applicant,

Thank you for your interest in this post. I hope that you will find our information useful and that you will decide to apply for the post. Hodge Hill College is a dynamic and innovative place to work. It has undergone massive improvements in the last six years during which time our exam results have increased significantly year-on-year and our campus has been transformed. We are a happy, confident school with a track record of innovation. In October 2021, OFSTED endorsed our view that we are a good school. We believe that our potential is far greater and continue to strive to reach this goal.

GCSE results have increased significantly, with a strong performance in all curriculum areas leading to high A8 and P8 scores. If your application were to be successful, you would be joining a creative, professional environment and a team with a strong sense of purpose and commitment to ensure all our pupils achieve. As a new colleague, you can look forward to a strong support network to help you progress in your career.

We want to recruit dedicated, dynamic, committed people, who will help us further improve outcomes for all our pupils. So, if this brief snapshot of the school appeals, and if you think you have what it takes to work with us, we look forward to receiving your completed application form.

If you have not received an invitation to interview within two weeks of the advertised closing date, please assume that an appointment has been made.

Yours faithfully,

Hannah Herrmann

Headteacher

Grade 4 – ICT Operations Manager

Safeguarding Statement

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

The successful candidate will be requested to apply for Enhanced Disclosure from the Disclosure and Barring Service, although a criminal record will not necessarily be a bar to obtaining the position.

Post Title:	ICT Manager
Responsible to:	Operations Business Manager
Responsible for:	ICT Technician
Working Time:	36.5 hours per week, all year round
Contract	Permanent
Salary	Grade 4 (£32,076 - £39,186)

1. Job Purpose

Main Duties:

- Daily management of a team of support technicians with regular meetings
- Day to day management of the computer network and supervision of any technical support staff. This includes supervision of the work and managerial control of such staff.
- Manage and maintain the Asset Management database
- Manage stock levels for ICT Consumables
- Provide comprehensive technical support, help and advice, both to staff, management and external agencies, as may be necessary, across the whole range of existing ICT equipment covering both computers and the Voice and Data Networks
- Collaborate with external agencies and representatives
- Responsible for the management control, maintenance and efficient use of the school's Data Networks and relevant workstation and server upgrades
- Maintain a comprehensive network infrastructure complying with GDPR and Cyber Security practices
- Responsible for the Management Information Systems
- Manage and maintain the CCTV system and VOIP System
- Responsible and management of Software Licences (new/existing)
- Create and maintain adequate security systems together with back-up and data recovery plans
- To monitor developments in ICT and to give technical advice and guidance on future system developments and strategies to senior management as may be necessary
- Obtain written quotations for desktop computers, Network Servers, Other Network and associated equipment, printers and relevant software
- Management of the ICT Budgets/Subscriptions, when required raise order against these budgets
- Liaise with representatives of equipment and software suppliers and ensure that any faults that occur are rectified as soon as possible
- To provide structured training to new/existing users with the delivery of all account credentials and documentation as may be appropriate
- To maintain a good understanding of all computer software used by the school so as to be able to provide such help as may be required by users
- To supervise PC software development work using the most appropriate language or tools available
- To manage and be responsible for the core network services/systems
- To prepare all necessary network documentation including the development of policies.
- To prepare user documentation to support Staff as appropriate
- To prepare system specifications to meet the needs of user's functional specification and prepare estimates of software and hardware requirements and costs for new projects and modifications to existing systems.

- To ensure that all personal Computers and Networked systems comply with the School's Computer Security Policy, Data Protection Law, Copyright Law, Software Licencing Regulations.
- To be aware of the school's Health and Safety Policy and develop and maintain such a policy relevant to the use of ICT equipment
- Any other duties that may be applicable to a post of this level. The nature of the job may require work outside of the normal office hours, for which time off in lieu will be granted.

Professional Development

Attend and participate in training and staff development programmes as per the school's continued professional development programme

Other Duties

To ensure all tasks are conducted under a professional standard and adhering to the departments operational standards:

- To promote the agreed vision and aims of the school
To set an example of personal integrity and professionalism
- Be aware of and adhere to school policies and procedures as set out in the staff handbook and other documentation available, including safeguarding and child protection, Health & Safety, Staff code of conduct, data protection etc. Reporting any concerns to an appropriate person.
- Appreciate and support the role of other professionals
- Show a duty of care and take appropriate action to comply with Health & Safety requirements at all times.
- To adhere to the ethos of the school
- Any other reasonable tasks commensurate with the role
- This post is one of continuous development and the post holder will be encouraged to develop skills and capabilities, including participation in projects and training events. Accordingly, the range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of the organisation.
- Be committed and part of the 'school wide 'team by ensuring you are available at changeover duties

Within the grade and job description of each level the exact focus of the role will be decided at school level and will take into account the needs of the school as well as the experience and development needs of the member of staff

Signed: (Line Manager) Date:

Signed: (Job Holder) Date:

It is the school's usual practice to review support staff job descriptions every 12 months as part of the Performance Management Process. This timeframe is for guidance only.

All offers of appointment are subject to:

1. A satisfactory enhanced Disclosure and Barring Service Check
(For those who will be engaging in regulated activity, with barred list information)
2. Two Satisfactory References. One of which should be your line manager in your present or most recent employment, or if you are at school, college or university leaver, your Headteacher or Tutor.
3. Verification of identity
4. Verification of right to work in the UK
5. Verification of mental and physical fitness to carry out work responsibilities
6. Any additional checks needed for time spent living or working overseas
7. Qualification checks as outline on your application form
8. A check that you are not subject to a prohibition order issued by the secretary of state
(For teachers only)

Grade 4 – ICT Operations Manager

Specification	Examples
EXPERIENCE (Relevant work and other experience)	<ul style="list-style-type: none"> • 3 Years' experience working at a senior level • 5 years' experience technical trouble-shooting • Experience of delivering an ICT Training programme to staff • Financial management experience in an educational setting • Administrative experience in an educational setting • Experience of line management responsibility • Experience of using data input systems • Experience of child protection procedures and commitment to safeguarding pupils
SKILLS AND ABILITIES Eg Written communication skills, dealing with the public	<ul style="list-style-type: none"> • A good, working knowledge of current computer operating systems and other relevant systems Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation • Ability to organise, lead and motivate other staff • Ability to plan and develop systems • Good communication skills • Ability to relate well to children and adults • The ability to lead, organise and motivate a team • Effective time management skills • Effective problem-solving skills • Effective use of ICT • The ability to think strategically • The ability and motivation to constantly improve own practice and knowledge through self and evaluation and learning from others • The ability to support colleagues • The ability to be flexible and positive, dedicated and trustworthy • To be loyal and committed to the school • An ability to establish and develop positive relationships throughout the school You must be able demonstrate your suitability to work with children and that this will include motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behaviour, and attitudes to the use of authority and maintenance of discipline (as part of the safeguarding process)
TRAINING	
EDUCATION/QUALIFICATIONS	Degree-level qualification in an ICT or Business discipline (or equivalent) NVQ Level 4 for IT professionals, HNC Computing or Information Technology, BCS part 1 qualification Supervisory or Management qualification desirable.
PERSONAL QUALITIES	