



Recruitment Pack

Apprentice IT Technician

January 2026



School ready; Work ready; Life ready

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Horizon Community College: Our Vision

The economic, cultural and social landscape of Barnsley is changing. Opportunities in further education, higher education and professional roles are increasing; opportunities for individuals to shape their own career pathways are growing; opportunities for individuals to challenge traditional socio-economic patterns are multiplying.

At Horizon Community College, our responsibility is to prepare students for this reality. We want young people to leave the College well qualified and with a unique skill set that will enable them to stand out from the crowd. We want young people to be in possession of a passport of qualifications and employability skills that will enable them to pursue exciting careers, attend prestigious universities, complete dynamic apprenticeships and play leading roles in regenerating this area and beyond.

Our curriculum is tailored to the needs of and meets our ambition for each individual student. This is underpinned by the College's core values which help to prepare every student for a lifetime of success. Our Curriculum and Culture ambition:

- aims to **challenge every learner, in every lesson, every day**
- develops the character and skill set of all, through the belief that we are '**Positive Role Models**'
- ensures **opportunities for all** through our personal development and Careers and Enterprise programmes.

Successful education is also about working in close partnership with our families and the community to ensure our students succeed in each School year and are prepared for the next appropriate phase of their education. We work together to empower our students to believe that anything and everything is possible.

We heavily invest in the growth and development of our entire workforce, so they are also prepared for the next phase of their careers. We promote 'one team' working hard to support each other. We are focused on continued professional development for staff at every level.

We embed a curriculum and culture that results in Equity of Opportunity, Strong Community, High Expectations, Global Readiness and Kindness so that our students are School ready; Work ready; Life ready.



Claire Huddart
Principal

We are delighted that you are applying for a role at Horizon Community College, and hope that this document will inform you about how we aim to provide the very best secondary education in Barnsley and beyond.

STRATEGIC FOCUS

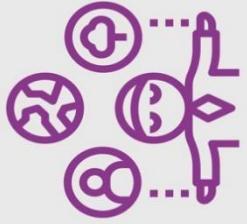
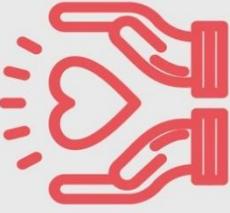
VISION: School Ready; Work Ready; Life Ready

PURPOSE

- Challenging Every Learner, in Every Lesson, Every Day
- Developing Positive Role Models
- Opportunities for All

STRATEGIC GOALS		DRIVERS		BEHAVIOURS		CORE VALUES		PRIDE		RESPECT		KINDNESS	
Quality of Education	Implementation	Impact	Positive Attitudes	Relationships	Attendance	Identity	Engagement	Opportunity	Vision & Ethos	Safeguarding & Wellbeing	Growth & Inclusivity		
• Enriching students' ambition and a love of learning	• Challenging every learner, in every lesson, every day.	• All students achieving exceptionally well.	• Student conduct is exemplary in lessons, during unstructured time and in the local community.	• Students and staff have zero tolerance for bullying, harassment and child-on-child abuse.	• Students value their learning time and this is reflected in their high attendance and punctuality.	• Students understand how they are developing, physically, mentally and socially.	• Students contribute to college life for the benefit of themselves and those around them.	• Students are supported to make informed choices about their future aspirations.	• Students are where.	• Everyone is school ready.	• Everyone feels safe.	• Everyone is considered.	A culture where:
• Equipping students with skills, knowledge and cultural capital to succeed.	• Ensuring every student knows more, remembers more and can do more.	• All students' work is of a consistently high quality.	• All students reading at their chronological age or better.	• All students demonstrate a consistently positive attitude to learning and they embody the College Core Values.	• Everyone takes appropriate action to ensure all are safe.	• All students, regardless of need, are supported to attend and be on time.	• Students support their local community, charities and the environment.	• Students appreciate what makes them unique but also celebrate what brings them together.	• Students are where.	• Everyone is work ready.	• Everyone is life ready.	• Everyone feels supported.	• Everyone is included.
Broad Curriculum	Reading	Student Pride & Articulation	Praise & Rewards	Role of the Form Tutor	SEND & Wellbeing	Character Education	Student Voice & Votes for School	Enrichment	Governance	Workload	Staff CPD		
Key Principles of Curriculum Design	Six aspects of Teaching & Learning	Reading & Mathematical Competencies	Clear, consistent graduated consequences	Recognise, Report, Record & Refer	Personalised Provision	Citizenship & RSHE	Student Ambassadors & Leadership	Policy & Practice			Communication & Engagement		
SEND Adaptations	Assessment, Feedback & Response	Outcomes & Destinations inc. SEND & RP	Character in the Classroom	Restorative Conversations	Student Engagement	Cultural Literacy & Diversity	Student Council & Democracy in action	Careers & Enterprise	Finance	Wellbeing: Staff/students	Inclusive Practice		
Having High Expectations of Yourself		Taking Responsibility For Your Learning		Character in the Classroom		Having a Growth Mindset		Taking Ownership of Your Learning		Mutual Respect and Tolerance			
Democracy	The Rule of Law	British Values	Individual Liberty										

Core Values

<p>ASPIRATION</p>  <p>We aim to be the very best that we can be. We are curious, ambitious and have a strong desire to achieve.</p>	<p>PRIDE</p>  <p>We are proud to be students at Horizon. We produce work of the highest quality; we have the confidence to celebrate our success; we respect our environment.</p>	<p>INDEPENDANCE</p>  <p>We take responsibility for our success. We take control of our future.</p>	<p>KINDNESS</p>  <p>We are thoughtful and considerate to others. We are caring, supportive, friendly and generous in all we do.</p>
<p>RESPECT</p>  <p>We treat others the way we would like to be treated. We celebrate that everyone is different; we are inclusive, and we embrace diversity.</p>	<p>RESILIENCE</p>  <p>We never give up. We face challenges with confidence and respond positively to feedback.</p>		

Child Safeguarding Policy

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. A Disclosure and Barring Service (DBS) check will be undertaken for the successful applicant.

The College pays full regard to DfES guidance 'Safeguarding Children and Safer Recruitment in Education' Jan 2007. We ensure that all appropriate measures are applied in relation to everyone who works for Horizon who is likely to be perceived by the children as a safe and trustworthy adult including e.g. volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and an Enhanced DBS check.

Please note that it is an offence to apply for a role in a school and/or working with children if you are barred from engaging in regulated activity relevant to children.

Please note that an online search will be carried out for all shortlisted candidates. This includes a search on the world wide web and relevant social media sites.

Please visit: <https://horizoncc.co.uk/safeguarding/>

Vacancy Details

Role:	Apprentice IT Technician
Salary:	Apprentice rate
Hours Per Week:	37, Term time only plus 2 INSET days
Type:	2 year fixed term contract
Closing Date:	Monday 9 February 2026 at 12 noon

We are seeking a motivated, curious and adaptable individual to join our ICT Support Team as an Apprentice IT Technician. This is an exciting opportunity for someone who is passionate about technology and eager to develop a career in IT within an innovative, forward-thinking, supportive school community.

As an Apprentice IT Technician, you will work alongside experienced professionals while completing a Level 3 ICT qualification over a 24-month period, gaining hands-on experience in a real-world environment where technology plays a vital role in teaching, learning and school life.

This is a fixed-term, term-time only role, working 37 hours per week, Monday to Friday, for the duration of the apprenticeship. There may be opportunities to apply for permanent roles in the future, subject to organisational need.

The successful candidate will have a solid foundation in general hardware and software, a highly organised approach to work, and strong communication skills, both written and verbal. You will be confident working independently, while also valuing collaboration as part of a wider team. Previous experience in an ICT support role, or similar, would be welcomed but is not essential — what matters most is a willingness to learn, a positive attitude, and a commitment to developing your skills and supporting others.

At Horizon, we believe in creating opportunities, developing talent, and supporting people to thrive. This role is ideal for someone ready to take their first step into an IT career and grow with us.

Qualifications required are 4 GCSE's including English and Maths (Grade 9 to 4, A* to C) and a NVQ Level 2 in an appropriate subject, or evidence of working towards.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is an offence to apply for a role in a school and/or working with children if you are barred from engaging in regulated activity relevant to children. Online searches will be carried out for all shortlisted candidates. This includes a search on the world wide web and relevant social media sites.

Horizon Community College reserve the right to close this advert prior to the closing date above.

Job Description

JOT TITLE: Apprentice IT Technician

GRADE: Apprentice

RESPONSIBLE TO: Network Manager

EMPLOYEE SUPERVISION: None

Purpose of the post

To provide onsite support to students, staff and visitors of the College, resolving support calls within specific timescales and working in accordance with service level agreements, as set out by the Digital Infrastructure Lead.

To work within the Digital Infrastructure Team to provide excellent ICT and related support, to ensure the continuous availability of ICT equipment.

Main Duties & Responsibilities

Technical Support & Incident Management

- Provide first-line technical support to staff and visitors diagnosing and resolving hardware, software and connectivity issues in line with agreed service levels, escalating complex or unresolved incidents to senior technical colleagues as appropriate.
- Log, categorise, prioritise and update incidents and service requests using the IT Service Desk system, ensuring accurate records are maintained throughout the incident lifecycle and users are kept informed of progress and outcomes.

Customer Service & Communication

- Communicate effectively with users to gather technical information, clarify requirements and explain solutions in clear, non-technical language, demonstrating a professional and customer-focused approach at all times.
- Deliver a consistently high-quality support experience, responding promptly to requests and escalating issues appropriately to ensure continuity of teaching, learning and business operations.

Device & Asset Management

- Assist with the deployment, configuration, replacement and exchange of end-user devices, including laptops, tablets and peripherals, using onsite hot-swap stock to minimise downtime and maintain service availability.
- Maintain accurate asset and inventory records, ensuring hardware and software movements, deployments and disposals are recorded in line with College procedures to support audit, safeguarding and compliance requirements.

Software, Systems & Change Support

- Support the testing, installation and deployment of approved software, updates and patches to College-managed devices and platforms, following agreed change control and approval processes under the direction of the Network Manager.

- Assist in the maintenance of the College's standard device build/image and cloud-based services, ensuring consistency, security and reliability across the IT estate.

Security, Safeguarding & Compliance

- Work in accordance with IT security policies, data protection requirements and safeguarding procedures, escalating any potential security incidents, data breaches or safeguarding concerns immediately in line with College policy.

Teamworking, Development & Professional Practice

- Work collaboratively as part of the Digital Infrastructure Team, supporting colleagues, sharing knowledge and contributing positively to the delivery of IT services across the College.
- Proactively identify and escalate any issues affecting workload, technical capability or service delivery, seeking guidance and support to ensure objectives and learning outcomes are met.
- Actively engage in apprenticeship training, on-the-job learning and skills development, applying new knowledge and skills in the workplace to continuously improve technical competence and service quality.

Support for the College

- Be aware of and comply with policies and procedures relating to child protection, safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to your line manager.
- Ensure every child is valued for who they are and that all students have equal access to opportunities to learn and develop.
- Contribute to the overall ethos, work and aims of the College.
- Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress of students.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal.

Employee Specification

When filling in the application form, please demonstrate with clear, concise examples how you would meet the requirements of the post. You will be assessed in relation to the Essential and Minor criteria. Please bear in mind that you must possess the Essential Criteria on day 1 to be able to do the job. If there are large numbers of applications for the post then all of the criteria will be used for shortlisting. Under the Disability Discrimination Act (DDA), we recognise and welcome our responsibility to remove any barriers in our recruitment and selection process. We have tried to assess this in our Job Description and Employee Specification, however if you feel that there are barriers, please tell us in the application form. As part of the DDA, we are committed to making reasonable adjustments, wherever possible and it would help us to know your needs in order to do this.

Attributes	Criteria	How Identified (either Application Form or Interview)	Rank (Essential/ Minor)
Relevant Experience	<p>Experience of a wide variety of ICT hardware and software, including client operating systems such as Windows 11.</p> <p>Some technical or related experience in trouble shooting problems with any or all of the following:</p> <ul style="list-style-type: none"> • Windows, Apple/iOS & other similar devices • Printers • Internet and network connectivity • Wired and wireless networks • Basic knowledge of Exchange server and email solutions (including Office 365) • Basic knowledge of Azure and Entra ID • Microsoft Windows 11 • Microsoft Office 365 	Application form/interview	Essential
Education and Training Attainments	<p>4 GCSE's including English and Maths at Grades 9 to 4 (A* to C).</p> <p>NVQ Level 2 in an appropriate subject or evidence of working towards this qualification or equivalent.</p>	Application form/interview Application form/interview	Essential Essential

General and Special Knowledge	Knowledge of ICT systems relating to a school environment Knowledge of school-based systems and procedures Working with Office 365 and Share Point	Application form/interview Application form/interview Application form/interview	Desirable Desirable Essential
Skills and Abilities	A logical approach to problem solving and coordination of the information gathered. Ability to work on own initiative and prioritise work to given deadlines Ability to maintain computerised information systems Ability to apply judgement to situations and make informed decisions. Good written and verbal communication skills Ability to respect and maintain confidentiality Ability to work within and as part of a team Commitment to the safeguarding and promotion of the welfare of children and young people. Ability to maintain appropriate relationships with young people.	Application form/interview Application form/interview Application form/interview Application form/interview Application form/interview Application form/interview Application form/interview Application form/interview Application form/interview	Essential Essential Essential Essential Essential Essential Essential Essential Essential
Additional Factors	A willingness to take part in training and development opportunities as required.	Application form/interview	Essential

In compiling this, please refer to the Section 'Review Job Description and Employee Specification' in the Recruitment and Selection Code of Practice.

The Application Process

Please read the [Guidance Notes for Applicants](#) before completing an application form.

The candidates selected for interview will be informed after shortlisting and full details of the interview process will be provided.

This is an exciting and rewarding role and we look forward to receiving your application.

For more information about working at Horizon and the fantastic benefits we offer our staff please visit [Working at Horizon](#).

Should you wish to discuss the role further please contact us on 01226 704230.