

# RECRUITMENT PACK

Cluster Network Manager



**Consilium**  
**Academies**  
*Enriching Lives, Inspiring Ambitions*

# Welcome from the CEO

Dear Candidate,

Thank you for your interest in the position of Cluster Network Manager at Consilium Academies. At Consilium, we believe in enriching lives and inspiring ambitions through:

- Partnerships
- Opportunity
- Integrity
- Excellence
- Equity
- Being people-centred

We believe in the unique value of each individual – whether that be staff or student – and are dedicated to ensuring each member of our Trust achieves their full potential. As a result of this, we work collaboratively with our stakeholders and external organisations to foster relationships that will enhance opportunities for all our members across the Trust.

At Consilium we're people centred, and want everyone in our Trust, whether teaching or support staff to have access to exceptional professional development. that's why we created our Centre for Professional Learning, which is available for every single colleague across the Trust. here, our colleagues have access to bespoke training opportunities and resources tailored specifically for their needs.

We believe every student, no matter their background, is entitled to an excellent education with an equal opportunity to fulfil their potential. It is only through this vision that we can provide an environment where every pupil can thrive.

As part of our MAT, our Academies follow the collective aims of:

- Ensure everything we do has a focus on helping pupils achieve their potential academically, socially, and emotionally
- Instil a passion for life-long learning and continued improvement so our Academies, staff, and students can grasp their aspirations and ambitions
- Create a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired, and empowered to succeed
- Ensure all stakeholders are seen as partners in our work with the communities we serve

Consilium Academies is going through a huge period of development with rapid growth and opportunities for all staff; I can't think of a better time to join us.



David Clayton  
Chief Executive of Consilium Academies.

# About the Role

**Job Title:** Cluster Network Manager

**Start date:** November 2022 or to be agreed

**Hours:** 36 hours per week, all year-round

**Contract:** Permanent

**Salary:** Grade 10

---

Do you have the drive, passion, and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Consilium Academies who are committed to providing the best possible education for our pupils.

We are looking to recruit a Cluster Network Manager to support the use of IT within the Academy environment through maintenance of IT software, hardware, and related equipment.

As a Cluster Network Manager you will provide support to staff and pupils to ensure administration and learning outcomes are maximised. You will be responsible for the installation and maintenance of computer hardware and software in the Academy and ensure that dedicated IT areas are maintained in good working order. The successful candidate will present the best possible example of professional standards to colleagues.

We are looking for someone with excellent interpersonal skills who can work effectively with different stakeholders within the Academy and the Trust and is committed to the delivery of excellent customer service.

If you feel you share our values, have the vision and drive for excellence and want to be part of a dedicated team, committed to ensuring that students fulfil their potential, then we would like to hear from you. To apply please complete the attached application form. Please note we do not accept CV's. We ask that all completed application forms are sent to Steve Kerns at [steve.kerns@consilium-at.com](mailto:steve.kerns@consilium-at.com).

Please ensure that within your application you provide the names, addresses, and contact details for two referees, one of whom should be your current or most recent employer.

The closing date for applications is 9am Monday 31<sup>st</sup> October 2022

Interviews are to be held on week beginning 7<sup>th</sup> November 2022

Consilium Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check, and where applicable, a prohibition from teaching check will be completed for all applicants.

The Trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note: If you have not been contacted within one week of the closing date, please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

# About the Trust

## The Consilium Mission

### “Enriching Lives, Inspiring Ambitions”

We are proud to be Consilium Academies, a Trust that believes in the unique value of each individual. Our vision, actions, and purpose are guided by this principle and a dedication to do all we can for the communities we serve.

We never put a ceiling on potential. Instead, we work with our Academies to provide high-quality education that is truly inclusive, giving every student the same opportunities to develop the skills and knowledge they need to thrive in life beyond the classroom.

We are committed to enriching the lives of all those involved in our Trust through an ambitious, student-centred approach to education.

We believe in inclusivity, both in the schools and communities we serve and are committed to working with our Academies to ensure our ethos is realised on a daily basis.

- The lives of our young people should be enriched by care, experience, and opportunity. This is achieved by;
- helping children and young people to succeed to their potential academically, socially, and emotionally;
- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff, and students achieve their aspirations and ambitions;
- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired, and empowered to succeed;
- ensuring all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a Central Team led by our Chief Executive, David Clayton. The team provide direct services to our schools as well as Trust-level accountability, leadership, and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of our Trust. We work with our schools in a supportive way that does not detract from the individual identity of a school, instead allows them to grow and focus on student achievement and success.

## WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS:

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 33 days annual leave plus bank holidays for all support staff (pro-rated for part-time employees)
- 36 hour working week for all full-time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day, 7 days a week
- Access to an Occupational Health Provider
- Free membership to Perkbox. with hundreds of exclusive offers and discounts available online and in store at many shops, gyms, and restaurants
- An excellent Centre for Professional Learning for every member of staff; to help you perform as well as you can in your role, provide you with a sense of wellbeing at work and to help you reach your career aspirations

# Centre for Professional Learning

The core driving force behind the Consilium Centre for Professional Learning is a desire to provide students with the best possible education, and the belief this can only be achieved if every colleague, regardless of role or career stage, has access to the high-quality professional development they deserve.

Every colleague, whether teaching or support staff, will be supported and developed through the professional development review process, which replaces traditional forms of performance management.

The professional development review process is focussed on the aspirations of the individual, ensuring that every colleague receives the support and development they deserve to achieve their own aspirations for their careers.

We believe our team of support staff are vital to ensure our schools are well-resourced, safe, compliant, and work as well as they can for the benefit of our students. In addition to the professional development review process, we commission and fund industry-standard qualifications for colleagues in support roles and are also able to support and fund teaching assistants, higher-level teaching assistants, and colleagues in student-facing pastoral and safeguarding roles, to qualify as teachers should they wish.

The Centre for Professional Learning works with and supports in-school leads for professional development to craft the best and most appropriate whole-school offers for their colleagues. We don't impose a central 'curriculum' for professional development, because the needs and priorities of each school are different.

However, we want to support each school to give due focus to whole-school priorities, with departmental training, middle leader training, and one-to-one development and coaching supporting fewer, more in-depth, whole-school messages.

All teaching staff will receive the following 'universal' offer from their school:

- Regular whole-school training, driven by the school's priorities and the in-school professional development lead, with support from the Centre for Professional Learning. This will be designed with the context of the school in mind with subject-specific and individualised training to suit the career stage and expertise of specific teachers. Regular subject-specific training within subject teams. This will draw on the whole-school training and ensure it is considered through the lens of applicability to specific subjects, year groups, and classes.
- Regular teacher-specific training. This will be owned and run by in-school teams and may take the form of 1-to-1 instructional coaching or teacher learning communities, and is supported by the Centre for Professional Learning.
- Access to the relevant subject and other networks across the Trust, according to their role within school

In addition to this 'universal' offer, all colleagues across the Trust, whether teaching or support staff, have access to bespoke programmes of CPD matched to their own aspirations for their career. We partner with external organisations to enhance our offer to staff, and will support staff with recognised qualifications where appropriate. We are keen to work with a range of partners who use the best available evidence to design rigorous professional development.

All Early Career Teachers (those in their Newly Qualified or Recently Qualified years) at Consilium Academies receive regular support from a mentor, regular instructional coaching, and regular training alongside their NQT or RQT cohort both within their school and across the Trust, with the opportunity to develop relationships with their peers across the Trust as part of our Early Career Teacher Networks.

We believe offering colleagues a strong induction to the teaching profession is of vital importance. We want to set our colleagues up for a long and successful career in education and help them to provide the best experience possible for our students.



## Job Description

Job Title:	Cluster Network Manager
Reports to:	Technical Delivery Manager
Responsible for:	Senior Engineers, Engineers
Based at:	Roaming within the assigned Cluster

### Main purpose of the Role

As a Cluster Network Manager, you will work as part of the Consilium Technical Services Team that provides a Trust wide IT support function. As part of the Trust team, you will join a growing team of committed specialists and together you will deliver IT solutions across the Trust.

As Cluster Network Manager, you will be responsible for overseeing a cluster of schools within the Trust. With the support and oversight of the Trust Network Manager, you will play a critical role in the development and the implementation of an ambitious Trust wide IT strategy. You will lead, manage, and coach the IT team through a period of significant change, utilising and upskilling the staff within your cluster to achieve maximum impact.

You will provide proactive and reactive hardware, software and peripheral support to all staff, students, governors and visitors in line with the Trust requirements.

You will manage the Senior Engineers and Engineers within your cluster to ensure you deliver hub wide IT projects, system improvements and training.

You will maintain the school infrastructure, service, and solutions, ultimately ensuring that all staff and students receive support when required.

You will provide proactive and reactive on-site support, tracking service tickets to ensure the required systems and services are available to users as required.

You will be based within a cluster and support all the academies within it. However, as, and when required you may be deployed to other hubs to support the rollout of projects or to provide cover for absences/emergencies.

### Core Responsibilities & Tasks

As Cluster Network Manager, you will:

- Have responsibility for the IT network and cloud infrastructure for a cluster of Academies, under the supervision of the Technical Delivery Manager.
- Support and develop the Trust's IT strategy ensuring it is implemented to agreed timescales.
- Maintain the service provision for the academies within the cluster, including managing all aspects of technical support.
- Support academies outside of the cluster as and when directed by the Head of Technical Services.
- You will be the escalation point for Engineers and wider SLT.
- You will support and work within the agreed change control processes.
- You will identify training requirements for Network Engineers and lead on the upskilling and coaching of staff within the cluster.
- You will monitor technical trends with a view to continuous improvement.
- You will have an enthusiasm for emerging technology and innovation.

***These roles and responsibilities are aligned with the Senior IT Engineers:*****Technical Ownership**

- Support the implementation of the Trust's technical strategy and vision, using your knowledge of IT systems and processes to support the successful rollout.
- Provide the second line escalation points for technical faults within your region.
- Act as a Solutions Architect / Technical Specialist for changes to the Trust/school networks.
- Assist with the creation and maintenance of documentation for all aspects of the Trust's IT systems.
- Carry out technical audits and annual reviews of each school, making recommendations for improvements.
- Scope and carry out upgrades/changes where agreed in line with the Trusts strategy and vision.
- Co-ordinate routine maintenance and updates for servers, workstations and network infrastructure as to maximise their life expectancy, functionality and security.

**Operational Delivery**

- Monitor support calls and provide assistance where required.
- Co-ordinate with IT Engineers and wider IT team to ensure all IT and AV issues are resolved efficiently and professionally.
- Provide problem management and root cause analysis.
- Resolve complex technical issues on site when required.
- Provide a reactive service for major incidents across the Trust.
- Provide a proactive service to mitigate major incidents.
- Identify and communicate improvements to the Trusts IT service that are beneficial to the Trust and teaching and learning.

**Technical Leadership**

- Provide remote and in person mentoring for IT engineers, facilitating shadowing during configuration tasks/changes to support the upskilling of other members of the team.
- As a Cluster Manager you will have several assigned areas of specialism e.g. firewall, anti-virus. You will be expected to run this system or process on behalf of the cluster/Trust.

***These roles and responsibilities are aligned with the IT Engineers:*****Hardware**

- You will ensure all computer equipment is registered on the Trust asset system.
- You will install and configure new equipment as appropriate.
- You will maintain and troubleshoot the schools VoIP phone system.
- You will maintain computer peripheral equipment such as printers, scanners, whiteboards, and projectors, ensuring these are ready to be used by staff.
- You will troubleshoot and maintain all aspects of PC and server hardware.
- You will liaise with external suppliers for the repair of equipment under warranty or maintenance contract.

**Software**

- Install and test new software before release and maintain accurate records of school software.
- Support users in the correct and safe use of technology.
- Remove out-dated and unsupported applications where applicable and support the rollout of new systems.
- You will ensure the anti-virus software is installed, up to date and working correctly on all devices.
- You will ensure all software and operating system updates are installed as appropriate.

**Network Management**

- You will liaise with the wider Technical Services Team to carry out basic network management tasks.
- You will carry out routine network maintenance tasks.

- You will troubleshoot, maintain, and upgrade the Trusts IT infrastructure with support where appropriate.

**Relationships**

- Develop and maintain a constructive, positive working relationship with staff and students to ensure the smooth running of the IT provision.
- Work closely with key stakeholders to ensure IT systems, resources and facilities are managed effectively.
- Provide technical support regarding IT hardware and software, resolving queries and problems.
- You will troubleshoot, provide support and training to resolve issues.
- Maintain productive working relationships with external service providers, manufacturers, and suppliers to ensure that the best possible value and service is received.
- Provide information as required and liaise regarding projects and initiatives.

**People Management**

- Advise, guide, and instruct staff and students in the use of IT systems and equipment.

**Resource Management**

- Be responsible for the support and maintenance of IT resources such as computer hardware and software, projectors, interactive equipment, and desktop/laptop workstations.
- Ensure that hardware and software audits are maintained and that a knowledge base is kept on hardware and software systems accordingly.
- Ensure adequate and secure storage of consumables and valuable equipment.
- Carry out updates to the IT system when required.
- Set up computing and audio-visual equipment for events as required.
- You will carry out proactive checks of the school IT infrastructure, ensuring any issues are dealt with accordingly.
- You will ensure that IT facilities are well maintained – replacing keyboards, mice etc as required.

**Decision Making**

- Provide relevant guidance in decisions regarding school IT policies and procedures.
- Make system and configuration changes in line with appropriate procedures and the Trust's standard operating procedures.
- You will act within your delegated authority to meet the needs of the school, seeking support and guidance from the Technical Delivery Manager or Head of IT Services when required.
- Be able to organise and prioritise workload effectively responding to school requirements.

**Work Demands**

- Be able to work to deadlines but also be flexible to deal with frequent ad-hoc requests and unforeseen circumstances which can be lengthy to resolve.
- Able to work with and assimilate detailed and complex information which requires periods of mental concentration.
- Understand and apply the school's statutory and organisational data protection requirements and expectations.

**Physical Demands**

- Role involves a considerable amount of computer-based work so DSE regulations will apply.
- Moderate physical effort required – the job will involve some lifting, carrying and installation of workstations.
- May involve working at heights when fault finding or testing.



- 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.
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities.
- To plan, monitor and review health and safety within areas of personal control.
- To participate in the Trust's Professional Development Review process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date.
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.

### Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

## Person Specification

Qualifications and CPD	Essential	Desirable
Working at or towards national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in ICT Level 4 and / or vendor qualifications for the specific hardware / software used.	X	
Experience, Knowledge and Skills	Essential	Desirable
Experience in a range of ICT system and software packages.	X	
Experience supporting end user devices – PC's, iMac's, laptops, iPads etc.	X	
Experience of maintaining and supporting networks - Windows 10, Server 2016, Exchange, Office 365, MIS Office packages, wireless technologies, cloud technologies, SCCM, MDT, school management information systems e.g. SIMS.	X	
Experience of working in an education setting	X	
Possess practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning Knowledge and skills equivalent to national qualifications level 3 and vendor qualifications for the specific hardware / software used.	X	
Resolve technical faults and varied IT issues within the Academy.	X	
Ability to work effectively with different stakeholders within the academy and the trust	X	
Ability to manage workload effectively	X	
Excellent customer handling and inter-personal skills, including diagnostic questioning, and the ability to deal with difficult situations	X	
Ability to cope with change and adapt quickly to new and developing technologies	X	
The ability to work proactively with good planning and organisation skills	X	
Good verbal and written communication skills and ability to communicate with all stakeholder levels	X	
Familiar with MS office/Office 365 to enable the production of reports and record keeping	X	
Personal Attributes	Essential	Desirable
Target focused	X	
Good time management and punctuality	X	
A flexible approach to out of hours working	X	
A self-starter	X	
Ability to problem solve and think creatively	X	
The ability to work proactively with good planning and organisation skills	X	
You will be flexible, reliable, a team player, problem solver, good communicator, well organised, adaptable and proactive.	X	
English Fluency	Essential	Desirable
Possessing a relevant qualification for the role attained as part of education in the UK or full taught in English by a recognized institution abroad	X	
Passing an English Spoken language competency test or possessing a relevant spoken English qualification at CEFR Level B1 or above, taught in English by a recognized institution abroad.		X