

GENERATIONS MULTI ACADEMY TRUST

**Appointment of
Co-ICT Manager
for October 2025 start**

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ADVERT & HOW TO APPLY

CO-ICT MANAGER

Required for 1st October 2025

H7 point 19 to 23 £32,080 - £34,379 per annum inclusive of Fringe Allowance

We are seeking to recruit a forward-thinking and motivated Co-ICT Manager to join our Trust-wide ICT team, with a specialist focus on Cloud & AI Solutions. You'll report directly to the Director of Corporate ICT and Infrastructure and work alongside a fellow Co-ICT Manager to help lead the development and delivery of ICT across the Trust.

The ideal candidate will have:

- A proven track record for Third, Second- and First-Line support
- A strong technical foundation, ideally in cloud platforms, integrations and Microsoft 365
- High degree of self-motivation, with the ability to adapt to different technical environments within the MAT
- A proactive approach and willingness to contribute beyond their specialism
- Experience supporting staff and students in an education setting
- A desire to grow professionally and help shape the future of ICT in education
- Ability to advise on ICT strategy

In return the Trust can offer you:

- A forward looking and positive working environment
- The opportunity to work with professional, committed and ambitious colleagues in a financially secure organisation
- Outstanding, highly personalised professional development opportunities across the Trust
- The opportunity to work with young people in schools described by Ofsted as being one where "students work together exceptionally well," and where "students are overwhelmingly enthusiastic about school"
- A comprehensive staff benefits package

The application form can be downloaded here: [Support Staff Application Form](#). All applications should then be sent to the HR Team, at recruitment@generationsmat.herts.sch.uk and include a full supporting statement.

For further details about the recruitment process, please contact the HR Team on 01992 624375 or by email.

Closing date for applications: **9.00am, 8th August 2025**

Interviews: **w/c 11th August 2025 2025**

The Trust is committed to safeguarding children and young people. All post-holders are subject to a satisfactory enhanced DBS check.

The Trust reserves the right to process applications as they are received, and early applications are encouraged. Previous applicants need not apply.

Generations Multi Academy Trust is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Please note that this role is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Further information is available on the school's website.

JOB DESCRIPTION

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CO-ICT MANAGER

PURPOSE

- Management of the network infrastructure, servers, workstations, and software.
- To ensure that client's ICT support requests are dealt with effectively within service level agreements
- To maintain and develop the ICT infrastructure and systems across the MAT
- Develop and train staff across the MAT on how to use ICT effectively.
- Provide ICT support to meet the needs of all schools within the Generations MAT.
- Supervise and mentor the ICT Apprentices as directed by the ICT Director
- Offer strategic advice on the development of ICT services within the MAT

Reporting to the Director of Corporate ICT and Infrastructure. Line Management of ICT Apprentice(s).

Liaising with contacts within the MAT - School Leaders, Executive Leadership Team incl CEO and VCEO, Local Academy Boards (LABs) and Trustees when needed, plus all other teaching and support staff across the Trust. Outside the MAT - Herts for Learning, software and hardware suppliers, telephony and networking service providers, ICT maintenance service providers and mobile learning platform providers.

GRADE

H7 point 19 to 23 £32,080 - £34,379 per annum

MAIN AREAS OF RESPONSIBILITY

Leadership

- Assist the Director of Corporate ICT and Infrastructure in ensuring the efficient and effective running of the ICT Function
- Allocate tasks to ensure work is completed accurately and on time
- To assist in supervision the ICT Apprentice(s) across the MAT
- To provide in-house training as appropriate to ICT Apprentices(s)

Cloud Platforms and AI Integration

- Support the development and maintenance of Trust-wide cloud platforms including SharePoint, OneDrive, Azure AD and Google Workspace
- Work with the Director of ICT to explore and implement appropriate AI tools to improve automation, integration, and digital efficiency across services
- Collaborate with colleagues to identify opportunities for cloud and AI adoption that directly benefit staff and student experience
- Lead or support Trust-wide working groups focused on AI integration and digital transformation initiatives

Meeting Coordination

- Conduct a weekly 1:1 coordination meeting with each other to ensure seamless collaboration, task allocation, and efficient management of network-related responsibilities
- Coordinate schedules and tasks to optimise network support coverage
- Share information and insights to enhance the effectiveness of the shared role

Support Requirements

- Provide third, second, and first-line support with proven customer-facing onsite support experience in an Education IT support role
- To support and undertake troubleshooting and diagnostics on hardware including servers, network infrastructure, routers, switches (including VLANs), cabling and Wi-Fi infrastructure
- To provide support with respect to the use of Audio/Visual hardware including audio recording equipment; lighting systems; sound systems; projectors; interactive whiteboards etc
- To support staff and students in their use of ICT equipment including remote access; Wi-Fi connectivity for personal devices; printing; PCs; network connectivity; etc
- To respond to ICT Helpdesk fault allocations in line with agreed service level agreements
- Ability to monitor trends through the use of key performance indicators (KPIs) and made recommendations based on them
- Ability to compile incident and service status reports
- Aptitude for imparting knowledge to others
- Ability to tailor communication to non-technical staff

Maintenance

- To perform routine maintenance tasks on Trust ICT equipment including hardware, software, and other peripherals
- To support the installation of new equipment
- To update and maintain the asset register
- To undertake the creation of and updating of user accounts
- To ensure the network is always secure and GDPR compliant

Health and Safety

- To ensure all ICT working practices adhere to Health and Safety requirements
- To report any health and safety issues and concerns immediately to the Head of Estates
- Be aware of, understand and act promptly to implement safeguarding duties
- Lead, promote and implement all policies including health & safety and equality and diversity

General Operations

- To be aware of the constantly changing trends in technology and methods of delivery
- To participate in/support marketing and liaison activities such as open evening and liaison events with schools and community organisations
- Actively promote and demonstrate creativity and innovation in the organisation
- To adopt a flexible approach to working hours, enabling out-of-hours support to community and other external events

Knowledge, Experience and Training

- Possess detailed knowledge of Microsoft Operating Systems including Windows 10/11 and Windows Server 2019R2/2022, VMware, Hyper-V, and physical server applications
- To have a detailed knowledge of network diagnostics software and applications including schools' management information systems (Arbor), cashless catering systems and other installed software
- Knowledge/experience of AD, DNS, DHCP and Group Policy support & administration
- Detailed knowledge of Administration & support experience of Microsoft applications including Microsoft Azure, Office 365 (OneDrive, SharePoint, Teams, etc) and Google Classroom
- Detailed working knowledge of backup technologies and recovery processes
- Understand the Trust environment and context in which ICT is used, and the unique characteristics of the Trust's schools, students and staff
- Understand and provide direction on the limitations and use of hardware and operating systems
- Promote and develop the use of ICT in compliance with , E-Safety and Data Protection (GDPR)
- Knowledge of networking & system developments and monitoring of developments in technology
- Maintain familiarity with standard ICT hardware and peripherals

- Confidence to lead and work in student-facing environments
- Be responsible for own professional development
- Play a team role
- Must be flexible, able, and willing to work additional hours to meet business needs. This may include occasional evening or weekend work to support key Trust priorities such as Trustee meetings, events, or out-of-hours system maintenance. The ICT Team work on a rota or shift-based approach to ensure appropriate cover and continuity of service beyond core school hours.

Additional Information

While every effort has been made to explain the post's main duties and responsibilities, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, it may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.

PERSON SPECIFICATION

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CO-ICT MANAGER

Essential:	Desirable:
QUALIFICATIONS <ul style="list-style-type: none"> • 5 GCSEs - including Maths and English Grade C or above • ICT Training Certification • Evidence of continuous professional development and training 	
KNOWLEDGE & EXPERIENCE <ul style="list-style-type: none"> • Technically experience with a proven ICT record • Strong knowledge of Office 365 • Strong knowledge of Active Directory and Network Policies 	<ul style="list-style-type: none"> • Experience of working in a school environment • A knowledge of network infrastructure • Experience of successful line management
ABILITIES, SKILLS & KNOWLEDGE <ul style="list-style-type: none"> • Strong written/verbal communication • To be able to seamlessly move around academies in the MAT supporting ICT where needed • ICT literate with a working ability to use key IT software to present work to a high standard • Ability to maintain strict confidentiality in all matters and command confidence and credibility • Strong research skills • A customer service focus and the ability to communicate with customers and people from all backgrounds and levels 	
PERSONAL QUALITIES <ul style="list-style-type: none"> • An enthusiasm for the job • Commitment, energy, creativity and imagination. A capacity for hard work • A strong commitment to both Trust values and ethos, plus own professional conduct and ethics • Commitment to support the Trust's agenda for safeguarding and equality and diversity • A team player including flexibility and willingness to assist with the development of the Trust 	

INFORMATION ABOUT THE ICT INFRASTRUCTURE

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The Trust's ICT support function is led by the Director of Corporate ICT and Infrastructure and supported by a growing internal team consisting of two Co-ICT Managers (Infrastructure & Operations, and Cloud & AI Solutions), a Junior Technician, and two ICT Apprentices. This structure has been carefully developed to support increasing demands, reduce reliance on third parties, and develop long-term in-house technical capacity.

The Trust is actively transitioning to a fully cloud-based environment. This strategic plan includes consolidating services into Microsoft 365, Azure Active Directory, and Google Workspace, and moving core infrastructure such as file storage, device management, and user identity to the cloud. Alongside this, the Trust is now beginning to explore the use of artificial intelligence to improve service delivery, automate processes, enhance security, and support curriculum innovation across all schools.

All schools are connected via a modern VoIP telephony system, fully integrated and shared across the Trust to ensure consistent communication and support, with central management and flexible routing.

In summer 2025, all schools are being upgraded to high-speed fibre connections with secondary backup lines to meet the DfE broadband standards. Modern filtering and monitoring systems are also in place across all sites, alongside endpoint encryption and tighter security compliance.

Goffs Academy

Goffs Academy supports over 500 connected devices, including seven suites of 32 stations and seven suites of 20 stations, along with additional stations in Learning Support and the Learning Resource Centre.

The network is fully cloud joined with hybrid domain integration, using tools like Microsoft Intune, SharePoint and Teams. All classrooms are equipped with projection systems, with an increasing number upgraded to interactive displays. Specialist departments such as Drama, Art and Media benefit from enhanced equipment and tailored software to support curriculum needs.

The academy is served by a dedicated server room and multiple distributed network cabinets to manage cable runs throughout the three-storey building. Wi-Fi is fully deployed across the site, with guest and BYOD segregation, and capacity to support device-heavy use in all learning spaces.

A significant recent investment was made in science department, which included high-spec 85" interactive touchscreens and full integration into the core network.

Goffs-Churchgate Academy

Goffs-Churchgate supports over 300 devices, including desktops and laptops, and benefits from a Trust-standardised infrastructure. A new Ruckus Wi-Fi system has been installed, offering full coverage and enabling the use of Chromebooks for learning throughout the site.

The school operates under the same cloud-based environment as Goffs Academy, with shared access to central services and a consistent experience for staff and students across both locations. A suite of Microsoft 365 tools, including SharePoint, Teams, and OneDrive, underpin collaboration and file management.



Recent upgrades include core switching, firewall improvements, and expansion of the IP range to support growth in wireless and IoT devices.

Flamstead End & Oakview Primary

Flamstead End and Oakview Primary (formerly Andrews Lane) are fully integrated into the Trust's ICT systems, benefiting from centralised systems, support, and security. Both schools have had significant infrastructure reviews and upgrades, with modern switching, full wireless coverage, and broadband meeting the latest DfE standards. As primary environments, they operate with simplified but robust versions of Trust-wide systems, including shared access to email, cloud storage, and learning platforms. A key priority has been ensuring ease of use for teaching staff while maintaining security, performance, and consistency with the secondary schools. The ICT team works closely with leadership at both sites to ensure support, training, and future planning are in line with each school's evolving needs.

As part of a collaborative and ambitious team, you will work alongside the Director of ICT and your Co-Manager to help shape the future of ICT Services across the Trust. Regular team meetings, project meetings and working groups provide opportunities to share ideas and trial innovations.

You will be leading on actively exploring AI solutions to support ICT helpdesk automation and teaching and learning enhancements. With cloud now central to our operations, this is a key development area for the Trust moving forward.

We are not here to just maintain the ICT systems we are building a future-focused digital environment that supports staff, students, and school improvement.



INFORMATION ABOUT THE GENERATIONS MULTI ACADEMY TRUST



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GMAT is a cross-phase Multi Academy Trust based in Cheshunt, currently comprising two secondaries and two primaries - Goffs Academy, Goffs-Churchgate Academy, Flamstead End School and Andrews Lane School. Across the piece, GMAT currently has just under 3,000 students in its care and employs just under 400 staff. The MAT also has nursery provision on the Goffs-Churchgate site, with subsidised and term-time only places for staff. The nursery is run by Ashbourne Nurseries - <https://ashbournedaynurseries.com/>.

All of the schools are within close proximity of each other and share many activities, including CPD for staff. One of the Trust's fundamental principles is that no one school is in any way more important or successful than the other. As such, CPD and other events are rotated through all schools in the Trust, with everyone learning from and sharing with each other. This collegiate and collaborative approach permeates our Trust.

The MAT is extremely clear about its daily purpose, reflected in its motto of "No Set Destiny for Any Child." All of our schools, leaders and staff believe fiercely in the life-changing nature of education and work tirelessly to that end, day in and day out. There is no set destiny for any of the children in our care; rather, our daily work across the piece allows children to forge new futures and destinies.



Oakview Primary School is a one-form entry warm and welcoming primary school with currently approximately 170 children on roll. In September 2025, Andrews Lane Primary will relaunch as Oakview Primary, marking the beginning of a significant transformation under the leadership of the Generations Multi Academy Trust. This is far more than a rebrand. The change of name signals a new identity, reflecting the ambition to deliver the highest possible standard of education, to ensure strong community links, and continuously improving outcomes for all children. The school benefits from significant space, including a field and a forest. As a 'Herts Therapeutic Thinking' school, the school is committed to understanding and supporting children with their learning and achievement, within a context of deep-rooted mutual respect. One of the features of Oakview is its commitment to supporting its children and their families, and as such the school provides adult learning classes throughout the year. Staff are committed, dedicated professionals who want to do their very best for every pupil.

Flamstead End School is a thriving primary school in Cheshunt with approximately 490 children on roll. It has a preschool, a 60-place nursery offering 30 hours provision, and two classes per year group from Reception to Year 6. Flamstead end is also a 'Herts Therapeutic Thinking' school, and seeks to understand and support children's behaviour so that they are able to learn and achieve to the best of their ability. The school is a tight knit community, with a well-established staff who care for one another and the children in their charge.



Goffs is a mixed 11-18 comprehensive academy with approximately 1,600 students on roll, including a thriving and successful sixth form. The school is also extremely popular in the local area, with an average of over 800 applications annually for the 240 places available, and significant waiting lists for places across the year groups.



Goffs-Churchgate is a fully mixed comprehensive school for 11-16 year olds, with just over 600 students on roll. The school has rightly established a very strong reputation for both its academic outcomes and its close-knit, nurturing community, receiving over 600 applications for just 120 places for 2024 admission. The decision to cap student numbers at 600 is entirely deliberate, enabling us to maintain a strong sense of community where everybody knows everybody else.

The MAT is financially secure. Finances are overseen by a Chief Finance Officer with considerable financial expertise in the private sector, plus a highly experienced Finance Manager. The Trust deliberately created an Income Generation function, and extensive lettings and business development work now takes place across all sites in the MAT. This additional income – now yielding around £600k per annum – underpins generous levels of staffing at both schools, plus many “extras” that would otherwise be unaffordable in the current funding climate.

Our schools pride themselves on their sense of community – both within the school itself, and in the wider locality. Visitors to our schools unfailingly comment on a very real sense of community, coupled with warmth and pride. Three of our schools are members of Cheshunt extended services (CHEXS), offering a variety of extended school and community-based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice and maintain strong links with our local primary schools.

Our schools are proud to be truly community-based schools, with students and staff from different religions and a number of languages spoken in each school. As a Trust we recognise and celebrate what makes us unique and different and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected, and we strive hard to ensure we create a positive culture within the schools to enable this to happen.

Further information about GMAT can be found here: <https://generationsmat.com>

Staff Development

The Trust has an extremely strong reputation for staff development, for both teaching and support staff. Developing the next generation of school leaders, both middle and senior, plus future headteachers for those who wish to pursue this, is also a responsibility that we take very seriously. We have a full suite of staff leadership development which staff can join, be they an ECT or highly experienced colleague.

In addition to whole staff training days, we disaggregate a number of hours for training every year. This allows staff development to be highly personalised as staff can opt for the training which best meets their needs, including the opportunity to do a research project in partnership with Cambridge University. Many use their disaggregated time to coach others or to receive coaching. Moreover, there are specific training sessions for ECTs and other interested staff which run each week after school.

We also place a lot of emphasis on 'on the job' training and support. A thorough induction scheme is available to all new staff, and mentors/buddies are assigned to guide you through those new routines. Finally, external courses can of course be booked if, on very rare occasions, we cannot cater for a particular training need in house.

Leadership Development

The Trust's leadership academy encompasses both staff and student leadership development through a series of student led groups and staff leadership pathways. The staff programme specifically provides opportunities for:

- Aspiring middle leaders
- Aspiring senior leaders

All pathways are personalised for the individual and staff receive one to one support from a mentor alongside working on a whole school project. both support staff and teaching staff are welcome to join the leadership academy at any point in their career.

A full suite of leadership training is offered with a range of sessions including:

- Communicating vision and values
- Developing your leadership approach
- Building a high performing team
- Supporting your team
- Leading your team day to day
- Quality assuring effective teaching
- Observation for improvement
- Using data for impact
- Fostering positive behaviour for learning
- Leading and managing innovation and change

Attendance to all training sessions leads to certification by the SSAT. In addition, we encourage aspirant senior leaders to take part in the SSAT 'stepping up to senior leadership' training programme, which includes four external sessions throughout the year. As part of the Trust's commitment to developing future leaders, a number of the existing senior leadership team across both secondary schools gained experience through an 'associate' SLT position before gaining substantive leadership posts.

Staff Benefits

Alongside our very strong focus on outstanding professional development and promotion opportunities, we also offer a range of benefits including:

Competitive base salary with a tailor made development plan aimed at enhancing your future [earnings] potential through:

- High quality, personalised CPD
- Bespoke leadership development programmes
- Subsidies for masters and degree courses
- Secondment and shadowing opportunities
- As part of our multi academy Trust, potential to work across more than one school to develop career enhancing skills and knowledge
- Supported nursery provision with Ashbourne at any of their nurseries in the
- **Buckinghamshire, Essex, Hertfordshire, Northamptonshire, and Bedfordshire**
- **area:**
 - ~ 15% discount for all Trust staff
 - ~ Term time only places are available
 - ~ A school day would be 9.00am – 3.00pm
 - ~ “sundries” would be applied to a child taking up a funded only space (e.g. 30 hours funding only). This covers the cost of: meals, snacks, nursery resources
- All staff have access to a wide range of health and wellbeing resources which includes an **Employee Assistance Programme via Spectrum.Life** who offer a wide range of health and wellbeing resources, plus access to counselling for staff and their immediate family. **The EAP service is accessible 24/7, 365 days a year and is a completely free and confidential service**
- The MAT adheres to the STPCD for its teaching staff
- Cycle to work scheme
- Onsite car valeting at a reduced price for Trust staff
- Substantially discounted membership to Lifestyle Fitness's state-of-the-art purpose-built gym at Goffs academy

Additional financial incentives and tax efficient benefits, including:

- TPS and LGPS pensions available to eligible staff
- Exam marker payment of £400 plus 2 days' paid leave to do the marking (1st year)

- Payments for staff taking weekend sporting fixtures: staff paid £200 for leading a minimum of six Saturday fixtures plus 6 weekly training sessions
- A daily allowance of £50 for school trips taken over a weekend or any school holiday
- A £1,000 employee referral scheme (i.e. Finder's fee) for any qualifying positions that staff refer the successful candidate for: £500 on the person starting, and £500 if the person is still in employment in the Trust 12 months later

Access to a wide range of health and well-being resources including:

- Professional, and fit for purpose working environments
- Free use of a range of sports and leisure facilities including a fully equipped gym
- Occupational health & counselling support
- Free flu jabs
- Subsidised social events



OUR LOCAL AREA

The Trust is located in Cheshunt, Hertfordshire, and is uniquely situated to benefit from the many green spaces in the surrounding area, whilst also enjoying transport links to central London and other large urban areas. The Lee Valley Park, including the White Water Centre built for the London 2012 Olympics, is located on our doorstep.

The journey to central London takes approximately 30 minutes by train. Close links to the A10 and M25 mean that the school is easily accessible from across Hertfordshire, as well as from north London and parts of Essex.

