



Desktop Support Technician

Candidate Pack



Contents

Page

Welcome from our Chief Executive Officer	3
About the Beyond Schools Trust	4
Our Schools	5-7
Job Description	8-10
Person Specification	11
Terms & Conditions	12
Benefits	13
The Recruitment Process	14-15
Living & working in Medway	16
Advert	17
Our location	18



Welcome from our Chief Executive Officer

Welcome to Beyond Schools Trust

We are an ambitious organisation of 5 schools, serving the educational needs of nearly 4,000 children and young people aged 3 to 19.

Our academies are based in a tight geographical area drawing students and employees from Kent and Medway in the Southeast of England.

We employ around 600 people in a range of roles designed to support children to be successful when they leave the Trust. We also rely on the time and commitment of over 70 volunteer Trustees and Governors, who share our ambitions for our schools and our students. These are expressed in our vision, our mission, and our values.

We have a strong belief in the value of lifelong learning and in this plan, we set out to develop a Trust that fully prepares children, so they have the skills, knowledge, values, and character to be successful in the world beyond our doors. We also believe that our greatest asset as an organization, is our people, and we are privileged to be involved with such courageous, committed and child-centred employees. Everything we do is aimed at providing our staff with the resources and leadership to achieve their best. We believe that a supported and motivated staff create the best environment and opportunities for students to achieve their full potential.

Andrew Minchin - CEO



About the Beyond Schools Trust

Our vision is simple:

To be the most respected family of schools - trusted to provide the highest quality of educational experiences in our communities.

We believe that by working together, rather than in isolation, we can accelerate school improvement and embed our vision in our academies. In working and collaborating towards our common strategic objectives, we can create more opportunities for lifelong success for our students.

The fundamental philosophy behind the Beyond Schools Trust's vision and strategic plan is all about thinking beyond the present day; looking at what is right for our students and staff both now and in the longer term.

Put simply we strive to:

- Develop and retain the best employees that know how to provide the best educational experience
- Support, motivate and reward our employees to go above and beyond for our students
- Be responsive to our students' and employees' needs so they are prepared for a rapidly changing world.

Our Values

Everyone in our Trust has a part to play in bringing the ethos and culture of our values alive. We are committed to ensuring everyone knows why we should value each other and how we should value each other, so we can create a community where we all aspire to succeed. Our values are not the static states of play but things we are always striving to develop and uphold as part of our culture.



Our Mission

To provide opportunities for everybody to be the best they can be.

We want every one of our students, teachers, or Governors to be the best that can be. We will work tirelessly to support them to reach their potential.



Beyond Schools Trust, Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ



01634 888115



www.beyondschoools.co.uk



hello@beyondschools.co.uk

About our Schools

Fort Pitt Grammar School



Fort Pitt is full of history. The school- site, looks down over the surrounding area over the River Medway. The original building on the site was completed in 1815 when it housed a fort then converting to a military hospital. There is still evidence of this period in the school, which is called the Crimea wing, and in 1860 Florence Nightingale chose the site to house a temporary new

medical school. Building work was required in 1973 due to a school fire that destroyed the hall, dining room, classrooms, staff room and head teacher's office. The school has continued to expand and in 2018 completed construction of a new dedicated two- story science building with 9 dedicated classrooms having state-of-the-art equipment and resources. Fort Pitt site is presently undergoing significant capital investment and is in process of changes to a co-educational facility.

Balfour Junior School

The school is a community Junior co-educational school catering for 480 pupils of 7-11 years of age. It is housed in a one-storey building, close to the town centre. It has 17 fully equipped teaching classrooms with attached activity areas, an ICT suite and library. The site also has the benefit of extensive grounds.



Phoenix Primary School



The school has 14 enlarged self-contained classrooms – each with up-to-date technology including: touch screen whiteboard. There is an Art and Design Technology room, ICT Suite, 3 dedicated library areas. The main hall is used for Assemblies and PE.

In the playground a quiet area has been prepared with artificial grass and picnic tables. There is a fenced in area with play equipment. Separate EYFS play area and KS1 play area. An off-site field and an all-weather sports pitch on site. There is also a garden, where the pupil's plants and grow their own produce.

The Thomas Aveling School

The Thomas Aveling School is one of seven secondary-modern schools in the Medway area. The school merged with another local Academy Trust and are now one of 5 schools in the Beyond Schools Trust.

This provides all staff with additional opportunities to mix with colleagues from other schools and take part in cross-Trust initiatives – providing an extra dimension to development.

Facilities on site are also open for community use and include Sports Hall, Gym, All-Weather Astro Pitch (International Hockey standard), Multi-Play (Floodlit) Football Pitches, Performing Arts Centre



incorporating Drama and Dance Facilities, Recording Studio, Conference room, The School Hall (with stage and lighting) Teaching rooms, 6th Form and Diploma Centre.

The site has recently benefitted from the development of a new teaching block enhancement to the sports hall and an extensive MUGA over its tennis and five a side facility.

The Robert Napier School

Based in the heart of the Medway Towns, The Robert Napier School is a non-selective, mixed secondary school of 1100 students, including 130 in the Sixth Form. The school is an eclectic mix of the old and the new, with the original buildings constructed in the 1850s when the school was the original 'Gillingham Grammar School'. Since then, the school has grown to include a range of buildings, the most recent being the 'Caxton' block, formally opened in 2011.



The school has excellent facilities including state of the art ICT provision, a purpose-built lecture theatre, retractable bleacher seating in the hall to accommodate up to 380 people, a permanent stage with full lighting and sound rig, a multi-use games area, large playing fields and excellent sports facilities. The school also provides specialist Access to Mainstream Provision for vulnerable students, as well as a dedicated Visually Impaired unit. Robert Napier is presently under review for major capital works to improve and enhance site facilities.

Job Description – Desktop Support Technician

Role Purpose

To provide first line technical advice, training and support to the staff and students within the Trust on the use of IT systems.

Ensure the maintenance of hardware, and to maintain records of software licensing.

This is a crucial position in the Trust and can influence both the teaching and learning in all subject areas. The post holder is line-managed by the Trust Network Manager.

Principal Responsibilities/Duties

- To be the first line contact between staff and the IT Support Team, via email, telephone, and the IT support desk
- To undertake first line maintenance to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- Ensure daily checks are carried out on the ICT Suites to ensure continuity of service.
- To establish and maintain user accounts for staff and students on the network, grant appropriate permissions, access, and security levels according to the school's policy.
- To arrange servicing of contract equipment.
- To maintain stocks of printer ink/toner and other consumable items and maintain appropriate records.
- To maintain the IT Asset register
- To support teachers in the delivery of ICT. Respond to and solve problems relating to software/hardware including internet/intranet access.
- Support the school's web filtering and monitoring solution and raising concerns to appropriate staff for any issues to be dealt with
- To install new ICT equipment as directed (including liaison with suppliers), dispose of obsolete ICT equipment in accordance with financial regulations/school ICT policy.
- To check virus protection and guard against data or system corruption.
- To undertake the installation and upgrade of software
- Be aware of current security threats
- Have a knowledge of GDPR
- Maintain and administer the Trust telephone system and troubleshoot first line issues.
- Troubleshoot first line issues with the school CCTV system and escalate issues to the third part support company as required

The IT Technician will also be expected to:

- Attend evening events where appropriate
- Assist on special occasions such as Taster Day, Open Evening and New Parents' Evening
- Carry out any other duties which the Senior Leaders may reasonably, from time to time, deem suitable and in the interests of the school.

Notes:

- a) This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.
- b) This job description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification or amendment at any time after consultation with the holder of the post. Headteachers also reserve the right to ask any member of staff to undertake any additional duties that may be necessary and reasonable to ensure the smooth running of the school.
- c) It is anticipated that the postholder will take an interest in the well-being of the whole school and may wish to attend, for example, school concerts.

Generic duties relevant to all members of staff

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources, and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".

As a member of the Trust, your role will be based at the Trust Head Office. However, you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

Equality and Inclusion

The Trust is dedicated to creating an environment free of bullying, harassment, victimization, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of ALL staff are recognised and valued. It is therefore the responsibility of staff to conduct themselves to help the Trust provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination. All staff, as well as the Trust, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against colleagues/staff, pupils, contractors, stakeholders and members of the public.

Safeguarding

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations put in place. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures as set out by Beyond Schools Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead at the site where you are located.

ICT

All staff will be expected to utilise ICT and to improve communication and reduce paper use where possible. Security procedures must be followed when using ICT systems and particular care and attention should be taken with any communications that may result in a breach of GDPR.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Trust's Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training, and supervision necessary to accomplish those goals.

Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role, you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust, CEO or Director of Finance. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

Person Specification

Experience	
Experience of Microsoft Windows client Operating Systems	E
Experience of common user applications i.e., MS Office applications	E
Experience of troubleshooting, installing, and maintaining peripheral devices	E
Experience of classroom AV equipment, including projectors and interactive screens	D
Experience of school MIS systems e.g., SIMS	D
Experience of supporting servers, networks, and users	D
Experience of Microsoft Exchange, and Microsoft 365	D
IT experience in an educational environment	D
Experience of Troubleshooting IP Phone Systems	D
Experience of Print Management Systems	D
Experience of Web filtering systems	D
Knowledge Skills and Ability	
Ability to work using own initiative	E
Excellent customer service skills	E
Attention to detail	E
Be able to work effectively as team member.	E
Excellent communication skills	E
Ability to work remotely and travel to other Beyond Schools Trust academies	D
Knowledge of health and safety in an ICT setting	D
Qualifications / Training	
GCSE (5+ A*-C / 5+ grade 4-9) or equivalent	E
Full UK Driving license with access to own vehicle	D

Summary of Terms & Conditions

Start date:	February 2023 or earlier
Contract Type:	Full-time, permanent
Place of Work:	Primarily Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ with travel to other schools within the Trust
Hours & days of work:	37 hours per week Mon-Friday, all year round. 08:00-16:00 Monday-Thursday & 08:00-3:30 Friday – includes a 30-minute unpaid lunch break
Salary:	£21,968-£24,054 Trust salary scale, points 6-11 full-time
Induction Period:	This post has a 6-month induction period.
Pension:	Membership of the Local Government Pension for support staff
Notice period:	One month
Car insurance:	Trust employees who use their private vehicles in the course of their duties must be covered with their insurers to cover business liability

Benefits

Benenden Healthcare:	Non-contributory membership of Benenden Healthcare Scheme.
Continuing Professional Development	A comprehensive induction programme for all staff with a commitment to continuing professional opportunities across the Trust.
Staff Wellbeing:	Whole Trust approach to well-being.
Pension Scheme:	Support staff with a contract of more than 3 months will be automatically enrolled in the Local Government Pension . Contribution bandings are based on actual salary. The Trust contribution is currently 20%, employee contribution rates from 1 st April 2022 are as follows:

Actual Annual Salary Rate	Member contribution Rate
Up to £14,400	5.5%
£14,401 to £22,500	5.8%
£22,501 to £36,500	6.5%
£36,501 to £46,200	6.8%
£46,201 to £64,600	8.5%
£64,601 to £91,500	9.9%
£91,501 to £107,700	10.5%
£107,701 to £161,500	11.4%
£161,501 and above	12.5%

Holiday:	24 days rising to 28 days after 5 years' service plus bank holidays
Family Friendly Policies	The Trust offers generous family friendly policies including maternity, paternity, shared parental leave and adoption.
Cycle Scheme:	The Trust is a member of the Cycle to Work Scheme.
Car Parking	Free onsite parking
Catering:	On site catering at affordable prices
Employee Discounts schemes:	Details available upon joining

The Recruitment Process

Closing date: Monday 2nd January 2023

Interview date: Week commencing 2nd January 2023

We reserve the right to bring forward the closing date where interest and applications received are high, therefore we encourage early applications.

To apply please complete an application form which can be found on the Trust's website - [Our Vacancies | Beyond Schools Trust](#) Completed application forms should be returned by the closing date to careers@beyondschools.co.uk

If you wish to discuss the role further, please contact **Mat Bushell** via email at mbushell@beyondschools.co.uk

The application form

Please complete the application form as fully as possible. Gaps in employment do need to be explained, therefore please provide as much information as possible. For example, if you undertook a gap year or had a period of unemployment, please state this.

All applications will be acknowledged, and you will be contacted thereafter of next steps.

Right to work in the UK

Unfortunately, if you do not have right to work in the UK, we are unable to process your application. If you are invited to attend an interview, you will be asked to produce original and up-to-date documentary evidence of your right to work in the UK.

Safeguarding

Safeguarding is our highest priority; therefore, pre-employment checks will be undertaken prior to a successful candidate joining. This includes references from current or most recent employer, an enhanced DBS with children's barred list check, and original certificates of qualifications will also need to be provided. It is an offence to apply for a role if you are barred from engaging in regulated activity relevant to children. If you are shortlisted for interview, you will be required to complete a self-disclosure form this will be sent with your invite to interview and must be completed, signed, and returned prior to interview. The Trust will also undertake an online search as part of its safeguarding duties at offer stage.

The Trust's safeguarding policy can be found [here](#)

CV

we do not wish to see your CV so please do not include it.

Cover letter

A cover letter can be provided, though not essential. Do keep to a maximum of one page.

Supporting Statement

Your supporting statement is important and will be the basis of our shortlisting and progressing your application, therefore you need to ensure you answer the following as concisely as possible:

- Why you believe you are a strong candidate for the position.
- Set out impact you have made in your current/previous positions.
- Make reference to the job description and person specification to set out how you meet the criteria.

References:

Do provide referee details as outlined, please ensure you indicate whether references can be taken up before interview.

Additional skills:

Aside from your professional skills relevant to the role you are applying for we are interested in you as an individual, therefore do share with us any additional skills, hobbies, and abilities that you would like us to know about

Equal opportunities monitoring:

This will be kept separate from your application and used only for monitoring purposes by the HR department

Special arrangements:

Please do set out in the application form any special arrangements we should try to make if you are invited to interview.

Retention of Personal Information:

Any information supplied by an unsuccessful candidate will be destroyed six months after date of shortlisting.

Any data about you will be held securely with access restrict to those involved in dealing with your application in the selection process. By signing and submitting your application form, you are giving consent to the processing of your data.

Our Privacy policy is available on our [Our Vacancies | Beyond Schools Trust](#)

Equality and Diversity:

We recognise the benefits of a diverse workforce. We are committed to eradication discrimination in the workplace, becoming an employer of choice, for all staff to believe that they have a voice and be empowered to make a difference.

Criminal Convictions:

All education establishments in the UK are exempt from the Rehabilitation of Offenders Act 1974. In practice, this means that all applicants must inform on all spent and unspent convictions on the application form and when completing a Discloser and Barring form. Failure to provide this information may result in dismissal. List 99 is also obtained on anyone who will be working on or coming into contact with children; and must be received by the school before employment can commence.

Living and working in Medway

On the banks of the River Medway from which it takes its name, Medway is the second largest conurbation (after Brighton) between London and continental Europe. This combined with its comprehensive transport links, makes Medway a gateway to the capital, the county of Kent and the continent.

With its regeneration programme providing a variety of new homes and growth for all, Medway is already one of the South East's fastest growing areas. Its ambitious vision provides economic and housing opportunities across all five major towns – all of which act as a magnet for a diverse range of businesses, property hunters and investors.

“Its comprehensive transport links make Medway a gateway to the capital, the county of Kent and the continent.”

Families and commuters are attracted to Medway by the choice of accommodation and facilities in Medway and can live close to schools, railways, and town centres, including Rochester's historic high street. Not only does Medway boast the biggest regeneration zone within the Thames Gateway, but it is surrounded by award-winning green spaces and world-renowned heritage sites.

Living in Medway

Medway's housing landscape is very diverse – from Victorian period properties and cottages to newly-developed modern builds and suburban developments. There is something for everyone from families big and small to couples and individuals wanting to find their perfect home.

Medway has the lowest council tax in Kent and one of the lowest rates in the M25 corridor.

A multi-million-pound regeneration programme is currently transforming Medway's landscape bringing 29,000 new homes, many of them stunning riverfront developments.

Medway is a place in which you can enjoy both living and working. A thriving business location but also within an easily commute to London and yet beautifully green with seven green flags accredited parks. It's a great place to put down roots and make a life.

More than 80% of Medway schools have an OFSTED rating of good or better and is home to four universities.

Advert – Desktop Support Technician

Salary:	£21,968 - £24,054 Trust spine points 6-11
Start date:	February 2023 or earlier
Hours:	37 hours per week, all year round
Location:	Primarily based at Fort Pitt Grammar School, Fort Pitt Hill, Chatham Kent ME4 6TJ with travel to other schools within the Trust
Closing date:	Monday 2 nd January 2023
Interview date:	Week commencing 2 nd January 2023

An exciting opportunity has arisen within our Trust IT support team for an enthusiastic and dedicated Desktop Support Technician. You will provide first-line support to staff and students, providing face to face and remote user support across the school.

We are seeking a motivated individual with excellent customer service and problem-solving skills, who can demonstrate a knowledge of PC hardware and AV devices and is willing to learn new skills and assist the department in developing its IT systems.

In return we offer: -

- The opportunity for progression, as the Trust grows
- Benenden private health care cover
- 24 days annual leave increasing after 5 years of service
- Membership of the Local Government Pension Scheme
- Cycle to work scheme

Please visit [Our Vacancies | Beyond Schools Trust](#) for a full job description and application form. Completed application forms should be returned by the closing date to careers@beyondschools.co.uk

Visits to the Trust are strongly encouraged. For further information and to arrange a school visit, please contact Mat Bushell via email mbushell@beyondschools.co.uk

We reserve the right to bring forward the closing date where interest and applications received are high, therefore we encourage early applications

Safeguarding commitment

The **Beyond School Trust** is committed to safeguarding and promoting the welfare of all staff and students. Any offer of appointment will be subject to satisfactory references, an enhanced DBS with children's barred list and online check will be required for all successful applicants

Equality & Inclusivity Statement

At **Beyond Schools Trust** we strive to be a diverse and inclusive workplace where we can ALL be ourselves. We particularly encourage applications from under-represented communities, including but not limited to those who identify as Black, Asian or from a minority ethnic background.

Our Location

Beyond Schools Trust

Fort Pitt Hill
Chatham
Kent
ME4 6TJ



01634 888115



www.beyondschoools.co.uk

What three words - <https://w3w.co/maps.onion.cowboy>

