



Midsomer Norton
Schools Partnership

Home School: Trust Central Offices

Job Title: Digital Innovation & Operations Specialist

Responsible to: MNSP Admin Lead/IT

Job Purpose: The Digital Innovation & Operations Specialist will act as the Trust's digital lead, supporting the effective use of technology to improve operational efficiency, communication and collaboration across the organisation. Working closely with staff, senior leaders and Trustees, the postholder will provide Specialist advice and practical support to maximise the benefits of digital tools and develop innovative solutions to improve everyday processes.

The postholder will identify opportunities to use technology to streamline workflows, improve access to information and support informed decision-making across the Trust. This role requires a proactive individual who can translate organisational needs into practical digital solutions and support colleagues to confidently adopt new ways of working.

Key Responsibilities:

Digital Improvement and Innovation

- Lead on the effective use of digital tools across the Trust to improve processes and support collaborative working.
- Identify opportunities to introduce automation and innovative solutions, including the use of AI technologies where appropriate.
- Support the development of efficient digital workflows that improve communication, data collection and information sharing.
- Provide advice and guidance to staff and Trustees on the effective use of digital platforms.

Google Workspace Management and Development

- Support the effective use of Google Workspace including Docs, Sheets, Slides and Drive.
- Promote best practice in real-time collaboration, document management and version control.
- Develop and maintain internal Google Sites to provide accessible information hubs for teams across the Trust.
- Manage Google Groups and support the appropriate use of permissions to ensure secure communication and access.
- Support the creation and maintenance of Shared Drive structures including logical folder hierarchies and appropriate access arrangements for teams and governing bodies.

Data, Reporting and Automation

- Develop digital solutions using Google Forms, Sheets and other tools to improve data collection and reporting processes.
- Create automated workflows to support the efficient gathering, processing and sharing of information.

- Support the development of dashboards and reports using Google Looker Studio to provide clear and accessible information for leaders.
- Support the use of BigQuery for managing and processing larger datasets to inform decision-making.

Training and User Support

- Create guidance materials, training resources and short instructional videos to support staff confidence and digital capability.
- Deliver training and support sessions for staff, leaders and Trustees.
- Encourage effective adoption of digital tools across the Trust.
- Provide practical advice and support to help colleagues use technology effectively.

Communication and Operational Support

- Support the management and development of Trust communication channels including social media and news platforms.
- Assist with the organisation and management of digital meeting spaces and associated resources.
- Support operational processes to for digital sign in to building and printers.
- Maintain accurate records and handle sensitive information with confidentiality and professionalism.

Team Support & General

- To attend all training courses as directed and engage in ongoing personal development.
- To participate in the Trust's Performance Management Review process and make use of professional development opportunities.
- To play a proactive, professional and positive role by taking initiative, working independently and contributing effectively as part of a team.
- To familiarise yourself and consistently follow, the working practices the central team and adhere to them at all times
- To maintain confidentiality according to the Trust and legal requirements.
- To be aware of equal opportunities policies, principles and health & safety regulations.
- To contribute to the protection of children as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager
- To undertake other duties that can be reasonably expected of and are relevant to the level and nature of the post

Additional Information:

This job description outlines the key responsibilities and duties of the role but is not an exhaustive list. The postholder may be required to undertake other duties in line with the level and nature of the post as directed by the Trust Admin Lead or Senior Leadership Team.

Physical Effort & Working Environment

The postholder will not be exposed to objectionable, uncomfortable or noxious conditions over and above what would normally be experienced in a day to day office environment. The postholder will not be expected to undertake any physical effort/strain over and above what would normally be incurred in a day to day office environment.

Person Specification

It is expected that you will possess the following attributes:

Essential
Excellent knowledge and practical experience of Google Workspace including Sites, Forms, Sheets, Drive and Groups.
The ability to use technology creatively to improve processes and support organisational needs.
The ability to explain technical information clearly to non-technical users.
Experience of developing digital resources, guidance materials or training content.
Good general education including English and Mathematics to GCSE Level grade 4 or above (or equivalent)
Experience of working as part of a team in a busy office with a strong customer service ethos
Ability to work effectively within and between teams to achieve common objectives
Managing demanding workload with conflicting priorities
Maintaining and managing accurate electronic records
Experience of using management information systems
High standards of accuracy and attention to detail
Good written and verbal communication skills
Strong IT literacy with the ability to learn and adapt to new software platforms quickly
A solution-focused approach to technical troubleshooting and day-to-day operational challenges
A team player with a positive outlook and strong work ethic
Well organised and able to plan and prioritise own workload
Acts with professional integrity at all times
Committed to high standards of quality
Ability to develop and maintain strong, effective and professional working relationships
Flexibility in working hours when necessary
Treat people fairly and respectfully
Positive attitude to change
Desirable
Experience of supporting others to use digital systems effectively.
Experience of improving processes through the use of technology.
Educated to A level standard or above
Experience of working in an educational environment
Experience in designing or documenting operational protocols, user guides and procedures.
Willing to obtain a professional qualification in the relevant field
Experience of developing protocols, processes and procedures

Midsomer Norton Schools Partnership is committed to Safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. An enhanced Disclosure and Barring Check is required prior to appointment.