



THE MERCIAN TRUST



Required for September 2024

Digital User Experience (UX) Professional Apprentice

Full time: 37 hours per week
Between core hours of 8.00am – 5.00pm

Salary: (App1 £11,667 – App6 £23,500) dependent on age and experience.

THE MERCIAN TRUST

ALD - ALDRIDGE SCHOOL
GRB - Q3 ACADEMY GREAT BARR
LAN - Q3 ACADEMY LANGLEY
QHS - QUEEN MARY'S HIGH SCHOOL
QMG - QUEEN MARY'S GRAMMAR SCHOOL
SOA - SHIRE OAK ACADEMY
TLS - THE LADDER SCHOOL
TPN - Q3 ACADEMY TIPTON
WSS - WALSALL STUDIO SCHOOL

About The Mercian Trust

The Mercian Trust is a nine school Multi- Academy Trust that is currently seeking a Digital User Experience (UX) Professional Apprentice to support the existing digital transformation team.

Trust ethos & values

Our name is rooted in history and expresses a geographical identity and ambition. The ancient kingdom of Mercia encompassed much of what we now recognise as the West Midlands – and crucially for us it included what we now call the Black Country. It was in Mercia that St Chad established an association of small monasteries which fostered unity through bonds of kinship.

Now, a thousand years later, we look to demonstrate the same spirit in our approach. We are a family of schools committed to each other – diverse in nature, proud custodians of our history and success, but together, one charitable Trust with a common purpose.

Our Trust exists to equip our students to **live life to the full**.

Our mission is **increasing opportunities** and

improving outcomes to enable our students to:

- Realise their potential
- Thrive in the world of work
- Make a positive contribution to the local, national and international community.

Our values are:

- Excellence and Rigour
- Challenge and Support
- Safety and Wellbeing
- Acceptance and Applause

Mission Statement: https://www.themerciantrust.org/#our_mission




OUR STRATEGIC PLAN

2020-2025 (Mid-Point 2022/23)

COMMON PURPOSE (OUR MISSION)	Increasing Opportunities, Improving Outcomes.
LIFE TO THE FULL (OUR VISION)	Equipping our students to (1) realise their potential (2) thrive in the world of work (3) make a positive contribution to the local, national and international community.
GOOD RIGHT & TRUE (OUR APPROACH)	<p>Good: Honesty, integrity, and positivity in our approach to people and tasks.</p> <p>Right: Professionalism, teamwork, and a pioneering spirit (innovation).</p> <p>True: Accuracy, precision and sincerity in our work.</p>

OUR PRIORITY THEMES




Transformation: Social Mobility, Social Justice.

1.1 Develop and deliver an ambitious, relevant and responsive **CURRICULUM** inside and outside the classroom (academic, vocational, enrichment and cultural).

1.2 Enhance aspirational, inspirational, evidence-based **TEACHING** and experiential **LEARNING**.

1.3 Support students' physical **SAFETY**, mental **WELLBEING** and **CHARACTER** development including through student leadership in the community.



System and Structures: Enabling Successful Schools.

2.1 Develop effective **MAT CENTRAL TEAMS**, structures and systems to support schools with clear SLAs that demonstrate commitment and drive improvement.

2.2 Recruit, develop and maintain effective **LEADERSHIP AND GOVERNANCE** at all levels while succession planning for the future.

2.3 Strengthen leaders' commitment to the students and staff in more than one school through **COLLABORATION** and **SYSTEM LEADERSHIP**.




Digital Transformation: Teaching, Learning and Leadership Practice.

3.1 Upskill teachers to become experts in **DIGITAL TOOLS** and **PLATFORMS** (personalising high-quality content and interaction with students).

3.2 Reduce **STAFF WORKLOAD** and discover **NEW EFFICIENCIES** through collaboration, automation (AI/IoT), innovation and influence beyond one school.

3.3 Optimise evidence-based decision making through **DATA ANALYTICS**.




Becoming an Employer of Choice

4.1 Further develop a well-trained, professionally **SKILLED & MOTIVATED** workforce (through opportunities + **CPD** beyond one school).

4.2 Deliver consistent, harmonised **PAY** and **CONDITIONS OF SERVICE** as one employer committed to fairness across uniquely diverse schools.

4.3 Introduce staff rewards and **RECOGNITION** and increase staff retention and internal **PROGRESSION** (promotion within the Trust) for staff [Note: This links to our EDI commitments].




Growing the Trust (in size and influence)

5.1 Demonstrate **TRUST CAPACITY** through improvements in existing schools (performance tables) and through securing **GOOD AND BETTER OFSTED JUDGEMENTS** that are recognised by parents, external stakeholders, future partners, and the DFE.

5.2 Increase **STUDENT NUMBERS C.5K → C.10K** through increasing PAN, recruitment/retention in post-16 and through additional schools joining the Trust.

5.3 Realise **EXPANSION** projects and **BUILDING PROGRAMMES**.

OUR TOOLKIT

	Scheme of Delegation	System Leadership	Professionalised Governance
	QA & External Reviews	Integrated Business Planning	Teacher & Leader Development
	Single Digital Platform	Professional Support Services	Therapists / Clinical Team
External Network Contribution: DFE Advisory Boards, CST, Chartered College, Whole School SEND, LLSE, UoB			



Job Description:

Job Purpose

The Mercian Trust is committed to a digital transformation that supports all schools and central services in a new infrastructure to support cloud services and the use of M365 to reduce staff workload and discover new efficiencies through communication, collaboration, automation, innovation, and influence beyond school. Join our team as a Digital UX Professional Apprentice and embark on a journey to design and enhance the digital experience for users. You'll investigate, analyse, and craft the interactions between people and digital solutions, ensuring a seamless and intuitive user experience.

A UX designer can significantly transform the way we operate and lead at the Mercian Trust by leveraging their unique skills in creativity, empathy, and problem-solving. By understanding and addressing the real-world challenges faced by our organisation, a UX designer can align design decisions with business objectives, fostering a culture of innovation and user-centricity. Their ability to communicate effectively, both visually and verbally, can inspire and unite teams, creating a shared vision that propels our Trust forward. Their strategic thinking and data-driven approach can guide the organisation through ambiguity, ensuring that every decision made contributes to the overarching goals of the Mercian Trust.

Accreditation opportunities exist to achieve Microsoft Office Specialist (MOS) through your role within the trust.

Main Responsibilities

- **Investigate User Needs:** This involves conducting comprehensive research to deeply understand user behaviours, needs, and motivations. It may include methods like surveys, interviews, and usability testing to gather actionable insights.
- **Analyse Digital Interactions:** This requires a thorough evaluation of current digital services using analytics and user feedback to pinpoint areas for enhancement, ensuring a seamless user
- **Design User-Centric Solutions:** This entails creating design prototypes that prioritize user needs and iterating on them based on user feedback to refine and improve the solutions.
- **Collaborate with Teams:** Effective collaboration with developers, designers, and product managers is crucial to implement UX strategies that align with technical capabilities and business goals.

Miscellaneous

- Any other reasonable duties as directed by the Director of Digital Development which may develop as the strategy evolves over the first year of employment

Qualification

- Digital User Experience (UX) Professional Integrated Degree Apprenticeship – [Link to course brochure](#)
- **Entry requirements:**
Candidates for the Degree Apprenticeship should have a minimum of 104 UCAS points at A Level (Grades BCC) or an equivalent e.g. BTEC DMM. We will individually evaluate candidates who do not meet these requirements, but have workplace experience or have completed a Level 3 Apprenticeship programme.



Person Specification:

Essential Desirable

User Experience Design: Expertise in creating engaging and accessible digital experiences for various platforms and audiences.	X
User Interface Design: Proficiency in designing attractive and functional interfaces that follow brand guidelines and industry standards.	X
Content Strategy: The ability to develop and implement effective content strategies that align with the Viva Suite vision and goals.	X
Project Management: The skill to plan and execute design projects within the given scope, budget, and timeline.	X
Communication: Excellent communication skills for conveying design concepts, incorporating feedback, and presenting outcomes.	X
Technology: Familiarity with the latest tools and technologies for web and mobile design, such as design software and front-end languages.	X
Passion: A genuine interest in and enthusiasm for education and learning, and a desire to keep up with the latest trends and developments.	X
Culture Fit: A positive attitude and a willingness to adapt to the dynamic and collaborative culture of the multi-academy trust.	X
User Experience Design: Experience in creating engaging and accessible digital experiences for various platforms	X

Key Information – How to Apply

Post	Digital User Experience (UX) Professional Apprentice
Responsible to	Director of Digital Development
Contract and Salary	Salary: APP1 – APP6 Fixed Term: to be discussed
Closing Date	3 RD August 2024
Interview Date	August 2024
Start Date	1 st September 2024
Informal Conversations	To arrange an informal conversation regarding this post, please email: david.wright@merciantrust.org.uk and speak to you Headteacher / School Digital Lead.

Please complete the application form, adhering to the word limits where specified.

How to apply

For Interview

You will be required to share an example where you have used technology to enhance an experience for a user or provide a vision of how you would.

The Mercian Trust is committed to equal opportunities, safeguarding and promoting the welfare of children and young adults. We expect all staff to share this commitment. As these posts involve working in regulated activity unsupervised with children all post-holders are subject to a satisfactory pre-employment checks including an Enhanced Disclosure and Barring Service check.