ST TERESA
of CALCUTTA
Catholic Academy Trust

DIOCESE OF SALFORD

Head of
IT Services

Applicant Information Pack

MAKE CHRIST *known*;
MAKING LIVES *better*

Welcome from the CEO

On behalf of St Teresa of Calcutta Catholic Academy Trust, I would like to thank you for your interest in the post of Head of IT Services.

Our Trust Mission is simple, it is to make Christ known, and ensure we are making lives better for our communities, our children and young people and all of our stakeholders. We model our work on the example of service set by St Teresa.

We are part of the Diocese of Salford and our schools span the local areas of Bolton, Bury, Rochdale, Salford and Wigan. Our Trust began in 2017, and we currently comprise fourteen schools; eleven primary and three secondary. Over the coming months and years, we anticipate more Catholic schools to join us on our journey. Before the end of the calendar year, four further schools will have joined us.

It is an increasingly exciting time for our Trust. We are fortunate to have committed and talented Headteachers leading each of our schools, and we are building a strong collaborative culture across our schools. It is only together, using our resources and talents that we make a difference to all our children and young people, regardless of their location.

Over the last twelve months we have worked incredibly hard to align our organisation into four critical functions. We have been fortunate enough to recruit candidates to lead our operations, finance, information and performance functions. We are now seeking an individual to join our information function to lead the IT Service. This is a role with great scope and great potential and will play a critical role in the development of our Trust. I would suggest all potential candidates take some time to review our Trust website so they get a sense of the organisation we are going to build together. Please do take the time to review the job description and person specification.

Thank you for your interest in this position and we look forward to receiving your application.

Yours faithfully

Chris Foley
Catholic Senior Executive Leader (CEO)
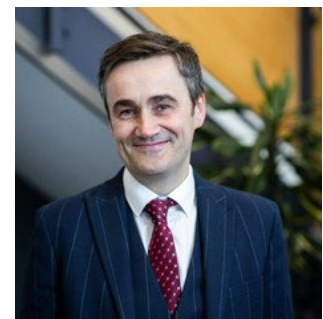
About the Trust

Our Trust began in 2017, and we currently comprise fourteen schools; eleven primary and three secondary.

We are part of the Diocese of Salford and our schools span the local areas of Bolton, Bury, Rochdale, Salford and Wigan. Our Trust will consist of eighteen schools by Christmas 2024 and will continue to grow over the coming years in line with the Salford Diocesan Academy Strategy.

Our Mission

Our Trust Mission is simple, it is to make Christ known, making lives better for our communities, our children and young people.

Our Values:

One of Hope

Inspired by St Teresa of Calcutta, we are people of hope. We have a complete belief in the future we will build together. By offering our children, staff and schools, opportunities to grow and flourish, we make aspiration and ambition a reality. Our people, just like St Teresa are relentless and fiercely ambitious. We will always reach for that which seems to be just out of our grasp.

One of Courage

As modelled for us by St Teresa of Calcutta, we will have the courage to do what is right. As a community, we will not shy away from making decisions that ensure our communities thrive. We will be brave in our actions. As a truly Catholic organisation this courage will be most apparent in how we collectively support the most vulnerable.

One of Innovation

St Teresa of Calcutta changed the world. Together, we will always be pursuing new ideas and best practice in all areas of our work. We will prepare our children and young people for the world that awaits them. A world which they will shape and change.

About the Role

St Teresa of Calcutta Catholic Academy Trust (STOC) is seeking to appoint a Head of IT Services to provide strategic planning and operational management of the Trust's infrastructure, ensuring it is fit for purpose. This will include the development of all systems and infrastructure across all schools as well as the central function.

This is an exciting opportunity to join the Trust as it enters a period of significant growth. The Head of IT Services will help share the way that Technical IT is managed across all our schools. Our priority is to ensure children have the best learning environment possible for them to feel inspired and motivated to receive an excellent education.

The successful candidate will:

- continue to develop STOC's IT strategy, which includes the future direction of the use of technology, including solutions and opportunities to improve education delivery and business performance;
- manage IT infrastructure and be responsible for delivering IT solutions and project managing their implementation.
- project manage the development of all systems and infrastructure across the Trust including information and communication technology, networks, computer systems and VOIP telephony systems;
- design, develop, implement and coordinate systems, IT-related policies and procedures;
- continuously review IT Infrastructure, making recommendations for the capacity improvements of local IT Systems in support of ongoing business operations and future requirements;
- ensure that work and projects are delivered within agreed budgets;
- ensure that the Trust meets legal and contractual obligations relating to IT resources, systems, services and usage, complying with legislative requirements (e.g. safeguarding and licensing requirements);
- ensure security of data, network access and back-up systems.

We can offer:

- an opportunity to be a member of a forward-thinking and innovative Information team;
- the opportunity to lead the IT Services function that at end point will include Catholic schools in Bury, Bolton, Rochdale, Salford and Wigan;
- a caring and engaged group of stakeholders;
- a committed and highly supportive Central Team and Trust Board;
- precise support for your own professional and spiritual development from both the Academy Trust and the Diocese;
- excellent local and borough wide collaborative links;
- employer contributions to the Pension Scheme.

POST TITLE: **HEAD OF IT SERVICES**

RESPONSIBLE TO: **Chief Information Officer**

SALARY: **£60,000 - £80,000 per annum**

WORKING PATTERN: **37 hours per week, full year**

Core Purpose:

- To provide strategic planning for and operational management of the Trust's IT infrastructure, ensuring it is fit for purpose. This will include the development of all systems and infrastructure across all schools as well as the central function.
- To be responsible for cyber–security development and maintenance, ensuring all Trust infrastructure and data is secure – and appropriate recovery plans are in place.
- To be responsible for the management and deployment of the Trust's IT budget, as well as for the professional development and growth of the Technical IT team as required.

Main Duties

The following is typical of the duties the post holder will be expected to perform, it is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- Provide strategic planning and operational management to develop and maintain the Trust IT infrastructure, consulting and advising the Chief Information Officer and Headteachers of the Academies within the Trust.
- Driving the implementation of IT plans for all new schools joining the Trust, to ensure a smooth transition.
- Ensure policy implementation is communicated and understood by all stakeholders.
- Be an ambassador and key advocate of the use of IT and its role in supporting school improvement across the curriculum and operational functions.
- Design and deliver regular training programmes to enhance the use of IT and new technologies at a senior level across the Trust and its member schools.
- Manage developments from specification through procurement to installation of new resources and facilities.
- Monitor the Trust's and member academies' broadband usage and internet access to ensure fast and efficient services are maintained.
- Liaise with the respective senior staff at each Academy to ensure curriculum requirements are met.
- Ensure planned and preventative programme of maintenance works is in place to ensure reliable systems including third party modules, CCTV, IP telephony, print, active networking infrastructure and any other support as may be required for portable devices.
- Operate a ticket-based help desk and supporting logging system which will allow accurate audit and monitoring of service provision.
- Develop effective liaison with IT contractors, hardware and software suppliers and external service providers.

- Develop the Trust's MIS to add bespoke functionality, taking responsibility for managing project outcomes and sourcing appropriate support and guidance for staff to promote effective use.
- Representing IT to the Executive Team as appropriate; providing expert advice of the emerging technologies and developments and contribute to the overall business strategy.

To Deliver a Cost-Effective IT Infrastructure:

- Prepare IT Budgets, in liaison with the Trust's Chief Information Officer and Chief Finance Officer, and exercise financial control in respect of IT budgets.
- On behalf of the Chief Information Officer and in partnership with the Chief Finance Officer, negotiate with suppliers of hardware and software to secure value for money, including external support and consultants if required.
- Allocate the resources made available for IT with maximum efficiency to meet the objectives of the IT strategy.
- Lead on the development of policy and procedure in relation to the area of responsibility to ensure that the Trust and its member schools operate within regulatory frameworks.
- Be pro-active in matters relating to systems and practice compliance with GDPR and ISO guidelines.
- Ensure the integrity and security of the network.
- Ensure licensing requirements are met and accurate records maintained.
- Manage the use of IT equipment and the internet and ensure that systems are in place to monitor for inappropriate use within the Trust and its member schools in accordance with e-safety and safeguarding policies.
- Ensure that software systems including print management solutions, anti-virus and intrusion prevention and detection technology is up to date across the Trust and in line with vendor guidelines.
- Ensure that all equipment is security marked and that Trust property is safeguarded at all times.
- Oversee that the IT asset register is accurately maintained.
- Ensure that safety hazards are monitored and that health and safety guidelines are adhered to.
- Overall responsibility to ensure that the ICT disaster plan is kept up to date to ensure business continuity.

Developing a Centralised IT Support Team

- Liaise with the various academies with regards to the planning, prioritising and management of the workload of the technical support team to ensure that resources are deployed as effectively as possible.
- Empower the IT team and IT users to be creative and innovative in their approach to their area of expertise and learning.
- Foster and cultivate a high-performing culture of service excellence and creativity within the team.
- Continuously improve own and team's performance through CPD, training, self-assessment and feedback, working collaboratively with each other and contributing good ideas and solutions.
- Assist in the recruitment, selection and appointment of members to the team.
- Support and oversee apprenticeship programmes within the IT function to ensure compliance, quality and effectiveness.

- Be responsible for liaison and support with regards to staff probationary reviews and performance appraisal target setting and reviews as required.

Senior Leader within the Trust

- To support the St Teresa of Calcutta Catholic Academy Trust in the successful achievement of its vision, values, strategic aims and business plan while working collaboratively with the Directors, Executive Team and Headteachers.
- To support the effective collaborative culture for working with schools within and beyond St Teresa of Calcutta Catholic Academy Trust to enable good practices to be shared, whilst enabling each school to maintain its distinctive character, educational beliefs and ethos.
- To support the profile of the Trust with key stakeholders, local, national and international bodies and professionals from a range of sectors.

General Responsibilities

- Attend and participate in staff meetings, training, and briefings as appropriate.
- Be aware of, and comply with all Trust policies and procedures, in particular those relating to child protection, health, safety and security, financial management, confidentiality, and data protection.
- Contribute to the overall ethos, work, and aims of the Trust
- Committed, passionate, dynamic, and supportive.
- Innovative and high performing.
- Commitment to the principle of working collaboratively with other schools within the St Teresa of Calcutta Catholic Academy Trust.
- Ability to relate well to children and adults.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Trust may determine. Please note that the successful applicant will be required to comply with all Trust Policies.

Location:

The role is central office based with regular visits across school sites. A valid driving licence and access to a vehicle is necessary to fulfil this role. Authorised mileage claims should be submitted to the Post holders Line Manger to recompense for this travel.

The Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable). Please see St Teresa of Calcutta Catholic Academy Trust's Safeguarding and Recruitment Policies for further details. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check.

It is the practice of this Trust to periodically to examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trust's aim to reach agreement on any alterations.

PERSON SPECIFICATION

POST: HEAD OF IT SERVICES

		Essential/ Desirable	Evidence
Qualifications	Educated to Degree level or equivalent in relevant discipline	**D**	A/C
	Project Management Qualification	**D**	A/C
	IT Service Management Qualification	**D**	A/C
Skills, Knowledge and Experience:	Extensive specialist knowledge of large scale – IT systems.	**E**	A/I/R
	Knowledge of change management processes	**E**	A/I/R
	Extensive knowledge of Service Management Processes, e.g. ITIL	**E**	A/I/R
	Successful strategic planning and leadership of IT teams	**E**	A/I/R
	Knowledge of IT security, firewalls, anti-virus and ransomware	**E**	A/I/R
	Confidence to navigate complex contexts creatively and frame decisions to find effective solutions in a fast-paced environment	**E**	A/I/R
	Excellent budget management and negotiating skills.	**E**	A/I/R
	Experience of successful project management, including planning, organising and prioritising work.	**D**	A/I/R
	Extensive experience of working in a senior management position in the IT industry.	**D**	A/I/R
	Extensive experience in the development and implementation of strategies, policies and action plans.	**D**	A/I/R
	Sound technical infrastructure background with substantial experience working in the field of IT.	**E**	A/I/R
	Experience of procurement processes including business case development.	**D**	A/I/R
	Experience of working in an educational or charity background.	**D**	A/I/R
Personal characteristics	Ability to be adaptable and work flexibly across the Trust.	**E**	A/I/R
	Demonstrate personal and professional integrity, including modelling values and vision.	**E**	A/I/R
	Commitment to promote and support the aims and values of the St Teresa of Calcutta Catholic Academy Trust.	**E**	A/I/R
	Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness.	**E**	A/I/R

Personal characteristics Contd	Ability to work under pressure with limited supervision.	**E**	A/I/R
	Confidential and discreet in dealing with sensitive matters and collaborative working with executive leaders.	**E**	A/I/R
Equal opportunities	To be sensitive to any matters relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all.	**E**	A/I/R

Key

E Essential   **D** Desirable
A Application   **I** Interview
C Certificate   **R** References

HOW TO APPLY

Please complete the online application form accessible via St Teresa of Calcutta Catholic Academy Trust website. Click here to access the advert: Job Vacancies.

The closing date for this position is:

Sunday, 14th July at 11.59 pm

Shortlisting will take place on:

Monday, 15th July 2024

Interviews will be held on:

Wednesday, 17th July 2024

Applicants are strongly urged to arrange a conversation with the CIO and visit the central office to discuss this role. Initial contact should be made with our Trust Administration Team by email admin@stoccat.org.uk.

St Teresa of Calcutta Catholic Academy Trust is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment.

The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service.

Applications will only be considered from individual applicants on our standard application form and not via CV alone or agencies. An online search will be performed on all shortlisted applicants as part of our safeguarding procedures.

St Teresa of Calcutta Catholic Academy Trust
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