



# ICT Technician

Permanent  
Term Time

**Closing Date** 9.00am Friday 4 October 2024



Dear Candidate

I am delighted that you have requested further information regarding the position of **ICT Technician** at Unity College. This is a permanent, non-teaching role.

I have been the Headteacher at Unity College since September 2022. Unity College has a very positive, friendly atmosphere. Staff care passionately about the well-being of our children and students are vibrant, enthusiastic and affable. Although Unity College is a large school, we strive to maintain a 'family feel' and a powerful sense of community in which every member of our community feels that they belong, are valued, and contributes positively to College life.



We are looking to appoint a dedicated and organised ICT Technician to join our Network Team. The post holder will support the use of ICT across the College and ensure that our ICT systems operate efficiently and effectively.

Working at Unity College is tremendously rewarding and this role is a fantastic opportunity to make a real difference to young people's lives as well as offering prospects for professional development. As a College we are firmly committed to continuous professional development for all and we invest heavily in developing our staff at all levels.

You are very welcome to visit Unity College to help you decide if this is the school and the role for you; I'd be delighted to meet you. Please contact the College's HR Manager for an appointment.

I look forward to hearing from you.

With best wishes

A handwritten signature in black ink, which appears to read 'J. Richardson'. The signature is fluid and cursive.

**Jane Richardson**  
Headteacher

## The College

Unity College is a co-educational, 11-16 college. We are one of the largest 11-16 secondary school in Lancashire, with 1500 students on roll.

Unity College lies within the beautiful grounds of Towneley Park with breath taking views of the local countryside. The College was part of the Building Schools for the Future project. Our main building opened in September 2010. Due to the huge demand for places at Unity College there is large expansion programme which has included a new build of 19 classrooms and some internal structural changes. The new building opened in April 2022. The College's roll has grown significantly in the last three years and continues to do so. In 2021, there were 1244 students on roll, in 2022 there were 1299 students and in 2023 there were 1380. The College roll will continue to grow until there are 1500 students on roll (September 2025). This is a very exciting, but challenging, time for the College as we work hard to ensure that such rapid expansion does not detract from our core business of offering the very best possible education for every student at the same time as knowing our children and families really well.

The College's intake is diverse, with its catchment area comprising some of the most disadvantaged and most affluent areas of Burnley. In 2022/2023, 67.3% of Unity College students came from areas with E/E\* overall multiple deprivation indices; 68.8% of students came from IDACI Bands A-F. The school location deprivation indicator is in quintile 4 (more deprived) of all schools. The pupil base is in quintile 5 (most deprived) of all schools in terms of deprivation. In 2022/2023 21.5% of students were identified as having Special Educational Needs, compared with 12.9% in Lancashire and 16.8% nationally. The challenges of this context are manifest in the College and this is one of the reasons that we place such emphasis on excellent teaching to remove barriers to achievement for all students.

At Unity College, we are united by a desire for our students to be happy. Academic progress is obviously vital but we also place a high value on the provision of enrichment opportunities that help our students to grow into responsible, confident, considerate, happy young adults. Underpinning all of this are excellent standards of pastoral support and care that enable children to feel safe and valued. At Unity College, we are proud of the extensive and expert support systems that we have in place for our students. These comprise a wide range of people and processes (both within college and involving outside agencies). We currently have 11 DSLs trained and operational at Unity College.

We believe that our children need to be challenged to think hard, work hard and behave well but we always seek to challenge with compassion: every student will be given the opportunity to achieve academic success in an inclusive, supportive, creative environment. We are committed to ensuring that every student at Unity College experiences a sense of belonging at the same time as creating a culture and ethos that is utterly committed to achievement.

## Why work at Unity College?

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*Every Headteacher will say good things about their own school and so we asked our staff to contribute to this brochure to give you an honest view 'from the chalkface'. Furthermore, interviews always provide opportunities for candidates to talk frankly with a range of staff.*

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"I feel so proud and privileged to have worked with so many amazing children over the years. There is nothing more satisfying than seeing children who deserve to achieve great results do so. The fact that we, at Unity College in Burnley, can help students achieve high grades of 8s and 9s shows the true value and quality of our teaching and curriculum. It gives me joy to know our students from Burnley can not only rival the grades achieved by children at grammar schools/private schools but beat them too. (It also makes me feel quietly smug!) We have, and continue to have, a positive impact on the life chances of young people across our community in Burnley."

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"I genuinely enjoy coming to work and love what I do. I enjoy teaching and being part of such an amazing team who are more than just work colleagues but are genuine friends. I have worked in a few schools but none of them have ever felt like home in the way that this school does. Here are just a few reasons why I love teaching at Unity College.

1. Many students here at Unity College come from challenging backgrounds, but I feel that I make a difference in their lives by working here. I love working with the dedicated team of staff in our department.
  2. This school has a sense of community where students, staff and our parents and carers work together to look after each other.
  3. We have access to incredible facilities that allow us to offer our students a broad curriculum that is not only engaging but also provides fun experiences that no other local school can genuinely match. As a result, we can offer students of all abilities access to opportunities to lead an active, healthy lifestyle.
  4. I feel proud to be a member of the Unity College family because we have an excellent reputation for the quality of our teaching and excellent behaviour of our students."
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"I believe that Unity College has a genuine desire to do the best for all the students. The staff within the department are a good team who work together and the staff have an excellent spirit. When I first came to the school, the staff and pupils were warm and welcoming and accepting of new staff and pupils. I feel as I can discuss any issues with any other member of staff (SLT or class teacher) and will not be judged or questioned but supported to find a solution that is best for everyone."

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“I have worked at Unity for six years now and commute here every day from Yorkshire. One of the many reasons I am still here is the excellent working relationships I have with other members of the mathematics department. There is a very friendly feel to the department, and everyone just "gets on" with each other. I have worked in several other schools where there was not the same cordial atmosphere in the staffroom. As for the students I have found that they take a little bit of getting used to but once you have gained their respect, they are a great bunch of young people to work with. The diverse range of student backgrounds makes it a very rewarding job where you can feel that you are really making a difference to the lives of the students in your care.”

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“Unity College is a modern, successful, and well-respected school with great facilities based in beautiful surroundings – but none of that to me is truly important. The reason I work at Unity College is because I love the great team dynamic in the supportive, professional department that I'm part of; it was also immediately obvious when I interviewed here that the whole of the college really cares about the future of our children. The fact that the school is within easy reach of a variety of vibrant places to live doesn't hurt matters either!”

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“There are so many reasons why I love working at Unity College. Here are just a few:

1. There is a whole school approach to behaviour management: staff are supported by Heads of Department and SLT to maintain a positive learning environment.
2. Teachers are respected as professionals.
3. Although some students face real challenges outside of school, when they see that you as a teacher are staying here and not giving up on them, they behave well and work hard. I find this one of the most rewarding things about working here.
4. We have such a range of students from different backgrounds.

There is never, ever a dull day!”

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“You really should choose to work at Unity College because it is a school where staff are valued and made to feel welcome, truly act as part of a team, and are encouraged to develop themselves as practitioners. As the College expands and grows, it is an exciting time to join to help shape the future of more young people in Burnley and make a difference to their lives every day.”

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“I have travelled 6121 miles from my home town and have taught for half my life at Unity College. I absolutely love being part of the 'Unity' family. It is one of the most rewarding experiences playing a part in educating young people in Burnley, watching them grow in confidence, develop a love for Mathematics and achieve success.”

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## Why work in Burnley?

A big warm Northern welcome to Burnley. After all, we weren't voted the friendliest town in Britain without good reason! From world-renowned, cutting-edge brands to affordable living and housing and spectacular countryside to explore, we truly believe we have it all in Burnley.

Burnley is conveniently located on the uncongested M65, providing easy access to the M62, M66, M6 and beyond. There are three international airports within an hour's drive, as well as Manchester, Leeds, Preston, Blackpool, The Lake District and Liverpool being a short drive away.



Burnley offers affordable housing: the mean house price in Burnley is £106,199, which is 36% of the national average. Not only does your money go further when you live in Burnley, but there is a wide-range of properties at your fingertips. From quality modern newbuilds and contemporary apartments to quaint cottages and impressive Victorian terraces, there's something for everyone's budget and taste. 80% of Burnley rural, making it the ideal place to wind down and explore.



## Job Description

<b>JOB TITLE</b>	ICT Technician Officer
<b>LOCATION</b>	Unity College
<b>RESPONSIBLE TO</b>	Network Manager
<b>SALARY SCALE</b>	Grade 4 - 5 (scale points 4 – 11) £23,114 to £25,979 FTE (pro rata £19,545 - £21,967)
<b>CONTRACT TYPE</b>	Permanent
<b>HOURS</b>	37 hours per week. 38 weeks per year.  08:15 – 16:15 Monday to Thursday, 08:15 – 15:45 Friday. These hours include a 30-minute unpaid break.

### INTRODUCTION

This job description outlines the purpose and key tasks required to indicate the level of responsibility. It is not a comprehensive or an exhaustive list and duties / specific tasks may be varied from time to time, without changing the general character of the job or the level of responsibility entailed. This will allow flexibility for the College to respond to changing priorities and also support and enhance individual professional development. It is the practice of the College to examine job descriptions periodically, update them and ensure that they relate to the job performed, or incorporate any proposed changes. This procedure will be conducted by the Headteacher/Line Manager in consultation with the post holder.

**Terms and conditions for staff employed on support staff contracts are detailed in the current 'Green Book': National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service**

### SCOPE OF WORK

To support the use of ICT within the College environment and be responsible for providing first line support to staff and students, ensuring that all ICT systems operate efficiently and effectively. This role is crucial in enhancing the educational experience by delivering timely and effective resolutions to technical issues. The post holder will undertake a range of standardised procedures, some of which maybe relatively complex, and use associated tools and equipment. Post holders may be expected to respond independently to unexpected problems or situations.

### POST-SPECIFIC RESPONSIBILITIES

- **Technical Support:** Respond to and resolve ICT support requests through various channels (in-person, phone, email, and support tickets) in a friendly and professional manner.
- **Issue Diagnosis:** Troubleshoot hardware, software, and network issues, providing appropriate solutions or escalation to higher-level support when necessary.
- **User Assistance:** Assist staff and students with the use of computer systems, applications,

and educational technology.

- **System Maintenance:** Help maintain the College's computer systems, including user account setup, maintenance, and decommissioning.
- **Asset Management:** Assist with monitoring and maintaining the ICT asset register, ensuring all hardware is accounted for and in working order.
- **Documentation:** Maintain accurate records of support requests, solutions, and system changes to contribute to knowledge bases and support guides.
- **Training:** Provide basic training and guidance to staff and students on software use, best practices, and ICT policies.
- **Collaboration:** Work closely with other ICT team members and external service providers to ensure smooth operation of all ICT services and initiatives.
- **Security Awareness:** Promote and enforce ICT security policies to protect the integrity of the College's ICT systems.

## GENERAL RESPONSIBILITIES

- Working within the College's policies and procedures.
- Contributing to providing an effective environment for student learning.
- Supporting the promotion of positive relationships with parents and external agencies.
- Attending training events and participating in personal/performance development as required.
- Maintaining confidentiality and processing all personal data in line with the College's Data Protection and Privacy policies.
- Contributing to maintaining a welcoming office environment.

## OTHER INFORMATION

### EQUAL OPPORTUNITIES

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

### HEALTH AND SAFETY

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

### SAFEGUARDING COMMITMENT



We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

### **CUSTOMER FOCUS**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

### **SKILLS PLEDGE**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

### **ATTENDANCE**

Good attendance enhances the service delivered by colleges, minimises staffing difficulties and ensures best value to the College. It is essential that applicants for positions in this college can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

### **ACCOUNTABILITIES/RESPONSIBILITIES**

Post holders may be responsible for:

- Instructing and checking the work of others; or
- Planning and organising tasks; or
- Interpreting information, solving task-related problems or implementing regulations; or
- Producing work of the required standard; or
- Providing advice and guidance on established internal policies and procedures.

**This post is subject to satisfactory enhanced level verification by the  
Disclosure and Barring Service**

## Person Specification

		Essential	Desirable
<b>Qualifications</b>	Relevant Level 2 qualification	✓	
	Level 3 (A Level or equivalent vocational) qualification in IT		✓
	Microsoft qualifications		✓
	Willingness to work towards relevant qualifications, licences or equivalent, where applicable		✓
<b>Experience</b>	Experience of support and maintenance of ICT applications and networking		✓
	Excellent ICT experience		✓
	Extensive knowledge of GDPR		✓
<b>Knowledge and Skills</b>	Knowledge of current ICT industry trends		✓
	Excellent working knowledge of current ICT applications and programs		✓
	Completion of work to a high standard	✓	
	Excellent organisational skills	✓	
	Outstanding communication skills both written and verbal	✓	
	Excellent administrative skills	✓	
	Ability to work to deadlines	✓	
	Adaptable and flexible	✓	
	Proactive approach to work	✓	
	Logical thinker and problem solver	✓	
	A commitment to Child Protection	✓	

<b>Other</b>	Flexible attitude to work	✓	
	Commitment to undertake in –service development	✓	
	Commitment to safeguarding and protecting the welfare of children and young people	✓	
	Satisfactory attendance record/commitment to regular attendance at work	✓	
	Act with integrity, fairness and in an ethical manner	✓	
<b>Beliefs</b>	You believe in inclusivity and equality	✓	
	You are committed to raising aspirations in the College and believe in the potential of all young people to achieve highly	✓	



Please complete an application form. The application form can be downloaded from our website and should be returned to Joanne Lever, HR Manager, **Apply by 9:00am Friday 4 October 2024**, preferably by email to [j.lever@unity.lancs.sch.uk](mailto:j.lever@unity.lancs.sch.uk).

If you do not receive an acknowledgement of your application by the deadline, please contact the College.

If you would like to arrange a visit or have an informal, confidential discussion, please contact the HR Manager via email or telephone number below.

**Unity College**  
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[www.unity-college.com](http://www.unity-college.com)

