

The people behind  
the magic.



JOIN OUR TEAM

## IT Apprentice (Level 3)

**Hours:** 37 hours per week Monday to Thursday 8.00am – 4.00pm and Friday 8.00am – 3.30pm

**Contract:** Apprenticeship, all year round

**Salary:** £16,546 per annum

**Start date:** As soon as you are able

**Closing Date:** Thursday 19<sup>th</sup> December 2024 at 9am

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.



Together  
Learning Trust

THE SCHOOL

# CHARACTER BUILDING SINCE 1712



Welcome to The Brooksbank School, where we have a rich and long history of serving the community of Elland. We are proud to be the second largest comprehensive high school in Calderdale, with 1700 students who are at the heart of everything we do. Our school has maintained its own sixth form centre, providing our students with continuity and the opportunity to achieve their full potential.

At Brooksbank, we are fully committed to academic excellence and strive to provide the best possible education for our students. Our school consistently ranks highly among the top non-selective schools in Calderdale. However, we also believe that true accomplishment goes beyond academic success. That's why we encourage our students to pursue their passions in the arts, sports, media, and community work, which will shape them into future leaders.

We are excited to share that 2022 marks a new chapter in our school's journey as we joined the Together Learning Trust. This move provides us with the opportunity to further improve our school and continue our mission of providing an excellent education for every student, every day. As part of a committed and supportive staff team, you'll find opportunities here to shine and represent the #spiritofbbs.

We invite you to become a part of our school community, where you will be welcomed with open arms. At The Brooksbank School, you'll find a warm and nurturing environment that encourages personal growth and fosters a sense of belonging. Join us on this exciting journey and be a part of something truly special.



*There are increasing numbers of 'success stories' for pupils who now engage successfully with their learning as a result of the support they receive*

**- OFSTED REPORT 2022**

## EXPLORE MORE



[www.bbs.calderdale.sch.uk](http://www.bbs.calderdale.sch.uk)



[thebrooksbankschool](https://www.facebook.com/thebrooksbankschool)



[@thebrooksbank](https://twitter.com/thebrooksbank)



# When schools collaborate, incredible things happen.

Together Learning Trust is a thriving local family of schools. By this autumn we will comprise of three secondary schools, two school sixth forms, five primary schools and a special school, inspiring 5800 young people in Calderdale and Kirklees. We are driven by a shared commitment to providing magical learning experiences for all our children and a belief that all of them can achieve great things.

Exceptional achievement stems from developing world class teaching and learning. Creativity is the core of our values. Our staff are amazing, in both the relationships they forge and the incredible range of opportunities they make possible. We get great results, but we give and expect so much more. We are shaping a generation of future global citizens with the character they need to succeed; with the integrity and commitment to excellence that will enable them to thrive.

Together Learning Trust schools are wonderful places to work. We value and support our team across all our schools, and recognise the ideas, experience and expertise of our staff. Being part of the Trust opens up new opportunities for staff development. The Trust schools work closely together to identify and then implement the best school improvement strategies across its schools. Our aim is to grow great people and talent.

We cherish our staff, support their wellbeing and enable them to flourish. Being part of Together Learning Trust feels special due to the unique nature of the schools and the opportunities it brings for staff, students and communities to collaborate. For everyone involved in our Trust our mission is simple. To **Grow, Excel, and Learn Together.**

What could we do, together?

**DAVID LORD, CHIEF EXECUTIVE OFFICER**



*"I believe that the support that schools can provide each other cannot be underestimated. Being part of the Together Learning Trust enables our schools to continue to flourish and develop within a supportive school focused community, where the expertise of those who have a hands on understanding of our children will lead the way forward."*

**- LIZ WOODFIELD, HEADTEACHER,  
MELTHAM MOOR PRIMARY SCHOOL**

EXPLORE MORE



[www.togetherlearningtrust.co.uk](http://www.togetherlearningtrust.co.uk)

**Together**  
Learning Trust

## THE JOB

# IT Apprentice

We are seeking to expand our IT team and are looking for a dynamic and motivated IT apprentice to join our forward thinking team. This is an incredible opportunity to gain hands-on experience, work alongside industry professionals, and earn while you learn. We value curiosity, enthusiasm and a can-do attitude. If you're ready to embrace challenges, thrive in a fast-paced environment, and commit to personal growth we want to hear from you!

No prior experience is necessary – just a passion for learning and a keen interest in ICT. In this role, you'll work towards your Level 3 IT Support Apprenticeship, delivered by our expert training team at Baltic apprenticeships, you will be supported and allowed the appropriate time to complete this.

### A Typical Day in the Job:

- Respond to any issues that arise during lessons for staff in a prompt manner.
- Maintain the general upkeep of ICT classrooms, including peripherals, monitors and PCs.
- We will always try to repair equipment before purchasing a replacement, so you will be expected to assist with this.
- Where products are within warranty you will be required to liaise with suppliers to arrange the repair/replacement of equipment.
- Supporting the schools Microsoft 365 environment, including Office, SharePoint online, Teams, Endpoint Manager (formerly Intune) and Azure. A good understanding of these products would be helpful for troubleshooting any issues and aiding with the more technical aspects of its functionality.
- Supporting the use of Teams, OneDrive and SharePoint within different subject areas.
- Providing support for the cashless catering system – this includes the registration of new biometric accounts and ensuring that data is up to date within the cashless catering software.
- The use of subject specific software is very common within departments (for example Google SketchUp, Photoshop, Cubase and TechSoft) so a basic understanding of the functionality (or the ability to develop skills) of these is helpful for assisting with any issues that may arise.
- Ensure that software on school devices remains up to date with the latest, tested version.
- Assist with the management of user accounts in active directory.
- Assist with the management of Office 365 accounts and any distribution groups within the organisation.

### What you'll get in return?

You'll be joining a school and Trust which is all about putting staff first – with numerous wellbeing initiatives and social events to enjoy each term whilst also focusing on delivering exceptional IT services.

### Our Benefits

- If age appropriate, then you will be enrolled into West Yorkshire Pension Fund
- Free Parking
- An onsite Gym
- Employee assistance programme providing counselling, financial and legal support.

Full training and support will be provided by your workplace mentor and from the Baltic team.

If you are interested in applying or want more information [Click Here](#)

## JOB DESCRIPTION

# IT Apprentice

Criteria	Criteria Description
<b>Responsible to:</b>	ICT Network Manager
<b>Hours:</b>	37 hours all year round contract
<b>Scale / Salary</b>	£16,546
<b>Main Purpose of the role</b>	<ul style="list-style-type: none"><li>• Offering ICT support in lessons as requested by staff.</li><li>• Assist with Maintenance of all ICT equipment on site.</li><li>• Supporting a wide range of software.</li><li>• Assist with supporting and maintaining the schools Microsoft 365 environment</li><li>• Provide Support for whole school events where required.</li><li>• Provide ICT Support to the contracted Primary schools.</li></ul>
<b>Main Duties &amp; Responsibilities</b>	<p><b>ICT Support</b></p> <ul style="list-style-type: none"><li>• Respond to any issues that arise during lessons for staff in a prompt manner.</li><li>• Maintain the general upkeep of ICT classrooms, including peripherals, monitors and PCs.</li><li>• We will always try to repair equipment before purchasing a replacement, so you will be expected to assist with this.</li><li>• Where products are within warranty you will be required to liaise with suppliers to arrange the repair/replacement of equipment.</li><li>• Supporting the schools Microsoft 365 environment, including Office, SharePoint online, Teams, Endpoint Manager (formerly Intune) and Azure. A good understanding of these products would be helpful for troubleshooting any issues and aiding with the more technical aspects of its functionality.</li><li>• Supporting the use of Teams, OneDrive and SharePoint within different subject areas.</li><li>• Providing support for the cashless catering system – this includes the registration of new biometric accounts and ensuring that data is up to date within the cashless catering software.</li><li>• The use of subject specific software is very common within departments (for example Google SketchUp, Photoshop, Cubase and TechSoft) so a basic understanding of the functionality (or the ability to develop skills) of these is helpful for assisting with any issues that may arise.</li><li>• Ensure that software on school devices remains up to date with the latest, tested version.</li><li>• Assist with the management of user accounts in active directory.</li><li>• Assist with the management of Office 365 accounts and any distribution groups within the organisation.</li></ul>

### **Primary Schools**

Under the direction of the ICT manager undertake all aspects detailed below:

- Ensure that a good working relationship is always maintained with contracted schools.
- Regular health checks on the primary networks.
- Liaise with the ICT Manager on all aspects of the support contracts regularly.
- Advise on any software agreements.
- Provide suitable off-site backup for the supported schools.

### **Business & Educational Staff Standards**

- Complying with policies and procedures relating to Safeguarding, Child Protection, Health and Safety, Confidentiality and Data Protection. Reporting all concerns to the Delegated Safeguarding Lead.
- Be able to work collaboratively as part of a team.
- Develop positive working relationships with colleagues.
- Communicate clearly, respectfully and professionally with pupils, parents, colleagues and visitors.
- Work with his or her line manager to develop and implement a professional development plan.
- Use feedback and personal reflection to improve his or her own working practices.
- Understand how the role supports the quality of teaching and learning.
- Understand the roles of external agencies and how to work with them as required.
- Use IT hardware and relevant software packages efficiently and effectively as required to fulfil your role.
- Retrieve and share the various types of information required by the post holder's specific role.
- Be able to competently use items of office equipment, such as the photocopier, and keep up to date with developments and changes to such equipment.
- Maintain filing systems, (both paper and electronic), efficiently and in accordance with current systems and processes.
- Ensure that documents are prepared, and data is entered into IT systems accurately and on time.
- Answer telephones promptly and with a respectful and professional manner.
- Be familiar with all policies and procedures that are relevant for the role.
- Know where to get help and support.
- Know the limits of the role and when to refer people or issues elsewhere.
- Maintain confidentiality at all times.

	<ul style="list-style-type: none"> <li>• Understand his or her role in safeguarding and act on any safeguarding issues in accordance with school procedures.</li> <li>• Maintain a safe working environment for his or herself and others including the completion of risk assessments.</li> <li>• Undertake stocktaking and ordering of materials and equipment as required.</li> </ul>
<p><b>Expected Behaviours</b></p>	<ul style="list-style-type: none"> <li>• To work as a member of designated team(s) and to contribute positively to effective working relations within the school.</li> <li>• Support the ethos, vision, principles and values of the school.</li> <li>• Treat colleagues, students and all members of the community, with respect and consideration.</li> <li>• Treat all students fairly, consistently and without prejudice.</li> <li>• Set a good example to students in terms of appropriate dress, standards of punctuality and attendance.</li> <li>• Support the ethos of the school by upholding the code of conduct, uniform rules, etc.</li> <li>• Take responsibility for own professional development and participate in arrangements adopted by the school for the assessment of his/her performance and that of other teachers.</li> <li>• Reflect on own practice as well as the practices of the school with the aim of improving all that we do and achieving excellence.</li> <li>• Read and adhere to School polices and implement School improvement plans.</li> <li>• Participate in the development and management of the school by attending various team and staff meetings.</li> <li>• Undertake duties as prescribed within the school's policies.</li> <li>• Undertake professional duties reasonably assigned to them by the Head of School.</li> <li>• Be proactive and take responsibility for matters relating to health and safety.</li> <li>• To play a full part in the life of the school community, to support its distinctive values and ethos and to encourage and ensure staff and students to follow this example.</li> </ul>
<p><b>Other specific duties</b></p>	<p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. Employees will be expected to comply with any reasonable request from the Chief Executive Officer and Head of School to undertake work of a similar level that is not specified in this job description. This job description is current at the date shown. It will be reviewed at least annually and, in consultation with you, it may be changed by the Chief Executive Officer or Head of School to reflect or anticipate changes in the job commensurate with the grade and job title.</p>

We are committed to safeguarding children, young people and vulnerable adults. All staff and volunteers are expected to behave in a way that supports this commitment and are subject to an enhanced DBS check. Please be aware that **it is an offence to apply for the role** if you are barred from engaging in regulated activity relevant to children.







# IT Apprentice

To be assessed through application, reference and interview.

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		
A good general education with pass grades (C/4) in English and Maths	✓	
<b>Experience</b>		
Experience of supporting, maintaining and software builds for Windows 10 and 11 devices	✓	
Experience of supporting Apple devices		✓
An understanding of Active Directory, networking, DNS and DHCP	✓	
Experience of working to deadlines	✓	
Experience of supporting and maintaining Microsoft 365 including Office, SharePoint and Endpoint Manager.	✓	
Experience of working within a Helpdesk/1 <sup>st</sup> Line support environment, managing tickets and building knowledge databases	✓	
<b>Skills and Abilities</b>		
Good computer skills	✓	
Demonstrate good judgement	✓	
Good organisational skills	✓	
Effective communication and interpersonal skills with both adults and young people	✓	
<b>Personal Attributes</b>		
Well-presented and professional	✓	
A commitment to inclusive education	✓	
Methodical & Accurate	✓	
Calm under pressure	✓	
Ability to build positive working relationships with students, colleagues and parents	✓	
Self-driven, results-orientated with a positive outlook	✓	
A natural forward planner who critically assesses their own performance	✓	
Mature, credible with excellent interpersonal skills	✓	
Reliable, punctual, tolerant and determined	✓	
Empathetic - able to see things from another person's point of view	✓	
Able to motivate and persuade, negotiate and influence others	✓	

Keen for new experiences, responsibility and accountability	✓	
Able to get on with others and be a team player	✓	
Integrity and exercises confidentiality	✓	
Ability to think pragmatically and be solutions focused	✓	
Ability to work independently and as part of a team.	✓	

## HOW TO APPLY

# Say yes to new adventures.

Could we be a good fit for each other? If you'd like a chat about the role, or have any questions ahead of making a formal application, we would be delighted to hear from you. Please contact our Claire Washington, our Personal Assistant to the Leadership Team via [c.washington@brooksbank.tlt.school](mailto:c.washington@brooksbank.tlt.school)

If you're ready, then click the link to apply [Apply Here](#)

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

## SAFER RECRUITMENT

We are committed to safeguarding children, young people and vulnerable adults. All staff and volunteers are expected to behave in a way that supports this commitment and are subject to an enhanced DBS check. Please be aware that it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. If you are shortlisted for interview, we will undertake an online public search in line with guidance from the Department for Education and Keeping Children Safe in Education 2024.