JOB DESCRIPTION

Post Title: IT Manager
Scale: PO2 SCP 29-32
Accountable to: Director of Digital Strategy

Purpose of the post

The IT Manager will lead and manage the IT teams, services and platforms within their set of establishments (IT Hub). This role involves the leadership of a small but technically diverse team of IT professionals, managing large budgets, and ensuring the delivery of high-quality IT services to support educational excellence. An IT Manager will be a strategic thinker with strong leadership abilities and strong people management skills.

Management and Strategic Development

- As a member part of the IT Leadership Team (ITL) assist the Director of Digital Strategy with the development and implementation a comprehensive IT strategy that aligns with the educational objectives of the trust and addresses the needs of all establishments
- In partnership with the Director of Digital Strategy, Lead IT projects from inception to completion, including upgrades, new system implementations, and technology rollouts.
- Produce business and service development plans for your establishments, including hardware refreshes and cost efficiencies through data led decision-making.
- Be an active and engaged member of leadership meetings held with Senior Leaders, Central Team colleagues and external stakeholders.

Personnel and Leadership

- Provide strong leadership and mentoring for the IT professionals in your hub through annual performance management, delegation of duties and team training.
- Lead strategic discussions with senior leaders, to drive change in your establishments aligned with the Digital Strategy of the Trust
- Uphold high standards and operating procedures that are critical to the effective management of a large IT estate, developing services alongside the infrastructure and development team.
- Oversee the IT service desk, ensuring timely and effective resolution of support tickets and maintaining high levels of customer satisfaction.
- Make business decisions based on customer satisfaction and service metrics to ensure a robust level of service is achieved.
- Develop and delivery of training for users across your establishments to enhance their understanding and efficacy when using the trust's IT platforms.

Technical Oversight and Governance

- In partnership with the Central Infrastructure and Development team, ensure the integrity, reliability, and security of the IT infrastructure, including networks, servers, and end user devices.
- Be responsible for the adaptation, development and design of significant information systems and security of data.
- In partnership with the Central Infrastructure Team ensure a rigorous programme of patching, securing and Disaster recovery testing.
- In partnership with the IT Leadership team, develop and enforce IT policies and procedures to ensure compliance with regulations and best practices.

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Procurement, Budgeting and Supplier Management
- Maintain strong relationships with vendors and service providers, negotiating contracts and managing service agreements.
- Ensure compliant procurement through the expert use of Frameworks, Tendering Procedures and confident supplier management for the services in your hub in partnership with the Director of Digital Strategy.
- Manage a substantial IT budget, including forecasting, expenditure tracking, and resource allocation to optimise technology investments across the hub, day to day management of to ensure reporting to stakeholders and Director of Digital Strategy.

Personal Responsibilities:
- To hold positive values and attitudes and adopt high standards of professional conduct in line with our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

Special Conditions of Service:
- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

Person Specification

Criteria	Essential/ Desirable
Qualifications	**E/D**
• Hold or currently working towards a relevant level 4 qualification	E
• Full UK driving license	E
• A recognised qualification and/or certification relevant to IT (Microsoft, Cisco, Vmware)	D
Knowledge and Skills	**E/D**
• Outstanding leadership skills	E
• Excellent project management skills with a proven record of delivering a project from end to end	E
• Working knowledge of Windows Server 2008R2.	E
• Windows, and Office suite of programs management and deployment	E
• Working knowledge of networking and switching (VLANs, switch configuration)	E
• Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers	E
• Excellent organisational and time management skills and the ability to prioritise work	E
• Up-to-date knowledge of IT developments with particular relevance in the education sector	E
• Vmware management and deployment	D

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	E/D
• Knowledge of recognised quality standards and best practise procedures in IT Services, e.g. ITIL	D
• Experience of integrating Apple devices such as iMacs and iPads in a Windows networked environment	D
Experience	**E/D**
• Minimum of 2 years' experience in a senior technical role	E
• Experience of managing budgets and projects	E
• Experience of delivering services to meet customer needs	E
• Experience of managing competing priorities and working to tight timescales	E
• Experience in secondary education	D
Continuous Professional Development	**E/D**
• Evidence of commitment to Continuing Professional Development	E
• Ability to lead the development of others	D
• Committed to the continuing professional development of staff at all levels.	D
Personal Qualities	**E/D**
• A passion for education and making a difference.	E
• Excellent communicator.	E
• Effective team leader/member.	E
• Open minded, self-evaluative and adaptable to changing circumstances and new ideas	E
• Drive and determination.	E
• Energy, enthusiasm, sense of humour.	E
• The ability to forge effective relationships that aid the progression of the resource provision.	E
• The ability to dominate your area of responsibility and ensure outstanding practice is disseminated through the academy as a consequence.	E
Other Conditions	**E/D**
• Enhanced DBS Clearance	E

We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.