

Job description

Role: IT Manager

Location: The Charter School East Dulwich

Purpose of the role

To manage Charter's relationship with our IT managed service provider, maintain accurate IT asset registers across all nine schools, and the central services teams, plan and approve hardware and software procurement, and ensure the smooth day-to-day running of IT services. The post-holder will work alongside the Trust's IT consultants on the delivery of the 2026 to 2030 IT strategy, including the consolidation of two managed service contracts into one, the move to a single Microsoft tenancy, and the planned refresh of network and end-user kit.

Reporting line

The IT Manager reports to the Estates Director. The role does not have direct line management responsibility at present. Provider staff, IT consultants and school-based IT support are not direct reports.

Key responsibilities

Contract and supplier management

- Act as the Trust's principal point of contact with our managed service provider, holding the contract to account against agreed service levels, KPIs and milestones.
- Lead the consolidation of our two existing managed service provider (MSP) contracts into one during 2026, working with the Estates Director and the IT consultants to ensure continuity of service across all nine schools.
- Run monthly service reviews with the MSP and report performance to the Estates Director.
- Manage relationships with other IT suppliers, including connectivity providers, software vendors and audio-visual contractors.
- Identify underperformance early, escalate it pragmatically, and hold suppliers to the commitments they have made.
- Lead the procurement of new IT contracts in line with the Trust's financial regulations and public sector best value principles.

Asset management

- Own accurate IT asset registers for all hardware and software across the Trust's nine schools. Hold to account the maintenance of these by the MSP.
- Track lifecycle, warranty, licensing and end-of-life dates, and plan refresh cycles two to three years ahead.

- Carry out termly asset audits with each school's site team and the MSP.
- Ensure secure disposal of decommissioned equipment in line with data protection and environmental requirements.
- Maintain accurate records of the Trust's Microsoft tenancy structure and any associated Google tenancy, licences and digital subscriptions, particularly through the move to a single tenancy.
- Working closely with the MSP and Director of Estates, the successful candidate will:
- Maintain an accurate IT infrastructure asset register, with clear visibility of age, condition and expected end-of-life for core infrastructure (for example network cabling, switches, wireless infrastructure, servers and associated systems).
- Develop and maintain a rolling multi-year infrastructure lifecycle and refresh plan, identifying when core infrastructure requires upgrade or replacement and aligning this to operational risk and Trust priorities.
- Plan and coordinate capital funded IT infrastructure programmes, ensuring eligible infrastructure (such as servers, network switching and core networking) is appropriately scoped, scheduled and aligned with the Trust's capital planning processes.
- Provide forward visibility of infrastructure replacement costs, using information supplied by the MSP to support capital budget planning and ensure risks associated with ageing infrastructure are identified and managed proactively.

Hardware and software planning and purchasing

- Develop the Trust's annual hardware and software purchasing plan with input from headteachers, school business managers and the IT consultants.
- Approve purchase requests routed through the MSP, ensuring specifications meet the needs of each school and represent value for money.
- Maintain standardised hardware and software lists across the Trust to support single-tenancy operation and reduce complexity.
- Manage the Trust's IT capital and revenue budget lines in collaboration with the Estates Director and the Finance Director.

Strategy delivery support

- Work alongside the Trust's IT consultants to deliver the 2026 to 2030 IT strategy, including the move to a single Microsoft tenancy and the refresh of network infrastructure and end-user devices.
- Translate the strategy into practical workstreams, manage delivery timelines, and report progress to the Estates Director.
- Coordinate site readiness for upgrade work across schools, working with headteachers and site managers to minimise disruption.

- Support the IT consultants in scoping and planning but defer to them on technical strategy and architecture decisions.

Operational oversight

- Ensure the MSP is delivering reliable day-to-day support to all nine schools and that ticket response times meet agreed SLAs.
- Act as the Trust's escalation point for operational issues that schools cannot resolve through the MSP.
- Coordinate IT input into the onboarding of new schools, should the Trust grow during the strategy period.
- Support cyber security compliance in line with Trust policies, DfE guidance and Cyber Essentials, working with the MSP, the IT consultants and the Trust Head of Compliance.
- Work with school leaders to clarify and reinforce local IT responsibilities, supporting consistent compliance with agreed processes and enabling effective delivery of IT services across the Trust.

Compliance and policy

- Maintain the Trust's IT policies and procedures, ensuring they reflect current legislation, DfE guidance and Keeping Children Safe in Education.
- Support the Trust Head of Compliance on matters relating to IT systems, access and data security.
- Ensure all IT activity complies with Trust safeguarding, data protection Health & Safety and financial regulations.

General

- Build and maintain strong working relationships with headteachers, school business managers and the Trust's central team.
- Travel between Charter schools across Southwark and Lambeth as required.
- Undertake any other duties commensurate with the post as reasonably requested by the Estates Director or the CEO.
- This job description will be reviewed annually and may be updated in consultation with the post-holder.

Safeguarding

The Charter Schools Educational Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post is subject to an Enhanced DBS check, prohibition and disqualification checks, and online searches in line with Keeping Children Safe in Education.

Person specification

Method of assessment: AF = Application form · I = Interview · T = Task or test · C = Certification · R = References. Tick indicates Essential or Desirable as relevant.

Criteria	Essential	Desirable	Assessed by
Qualifications and training			
A relevant degree, professional qualification or equivalent experience in IT, contract management or a related field.	✓		AF, C

ITIL Foundation or equivalent service management qualification.		✓	AF, C
Project management qualification (PRINCE2, APM or similar).		✓	AF, C
Evidence of ongoing professional development relevant to the role.	✓		AF, I
Experience and knowledge			
At least three years' experience managing IT contracts or IT services in a multi-site organisation.	✓		AF, I
Demonstrable experience of managing the relationship with a managed service provider, including holding the provider to account against SLAs and KPIs.	✓		AF, I
Experience of consolidating IT services or migrating between providers, tenancies or platforms.		✓	AF, I
Working knowledge of Microsoft 365 administration and Microsoft tenancy structures, with practical understanding of single-tenancy migration.	✓		AF, I, T
Experience of maintaining IT asset registers and managing hardware and software lifecycles at scale.	✓		AF, I
Experience of IT procurement, including specification, tendering and contract negotiation.	✓		AF, I
Working knowledge of network infrastructure, cyber security principles and UK GDPR.	✓		AF, I

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Qualifications and training
A relevant degree, professional qualification or equivalent experience in IT, contract management or a related field.
ITIL Foundation or equivalent service management qualification.
Project management qualification (PRINCE2, APM or similar).
Evidence of ongoing professional development relevant to the role.
Experience and knowledge

At least three years' experience managing IT contracts or IT services in a multi-site organisation.

Demonstrable experience of managing the relationship with a managed service provider, including holding the provider to account against SLAs and KPIs.

Experience of consolidating IT services or migrating between providers, tenancies or platforms.

Working knowledge of Microsoft 365 administration and Microsoft tenancy structures, with practical understanding of single-tenancy migration.

Experience of maintaining IT asset registers and managing hardware and software lifecycles at scale.

Experience of IT procurement, including specification, tendering and contract negotiation.

Working knowledge of network infrastructure, cyber security principles and UK GDPR.

Experience of working in the education sector, ideally a multi-academy trust or local authority.

Experience of managing IT capital and revenue budgets at a comparable scale.

Understanding of the safeguarding implications of IT systems, access controls and online activity in schools.

Skills and abilities

Ability to read, interrogate and challenge technical proposals and procurement documents.

Excellent verbal and written communication, able to explain technical issues clearly to non-technical colleagues.

Strong organisational skills, with the ability to manage multiple workstreams across nine sites simultaneously.

Confident in using data and reporting to monitor service performance and drive improvement.

Ability to plan refresh cycles, capital programmes and procurement timelines two to three years ahead.

Comfortable holding suppliers and consultants to account whilst maintaining productive working relationships.

Able and willing to travel between Charter schools across Southwark and Lambeth as required.

Personal qualities

Calm and pragmatic under pressure, particularly during operational incidents.

Genuinely service-minded, committed to making schools work well for staff and pupils.

Honest and transparent in dealings with suppliers, consultants and colleagues.

Curious, with a willingness to keep learning as technology evolves.

Comfortable with ambiguity and able to use judgement where the right answer is not obvious.

Commitment to Charter

A genuine commitment to the trust's values: evidence informed, achieve together, inclusive.	✓		AF, I
An understanding of safeguarding and a commitment to the welfare of children and young people.	✓		AF, I
A commitment to equality of opportunity and inclusion.	✓		AF, I