



I am delighted you are considering joining our team at Blackdown Education Partnership. As Head of IT, I lead the strategy, development and implementation of IT across our MAT.

This new IT Service Lead role is an exciting opportunity to work closely with our schools, overseeing IT Support and Service delivery across all schools and the central team.

Your work will involve building good relationships with our schools to ensure they receive consistent, reliable, and high-quality IT Support and Service that enables staff and students to deliver and access exceptional learning opportunities.

We are looking for a colleague who is a positive, confident leader with technical knowledge, excellent communication skills, and a drive for delivering excellent service.

I would welcome the opportunity to speak with you about this role, so please do get in touch if you would like an informal conversation.



Warm regards,
Matt Pearce
Head of IT

Role

IT Service Lead

37 hours per week, all year round Permanent

NJC point 20, within the range 20 – 25: £32,597 - £36,363 per annum

We are seeking an experienced and proactive IT Service Lead to join our Central IT Team, in order to help shape and develop the quality of IT support across our Trust. BEP is committed to ensuring our schools receive a consistent, reliable, and high-quality IT Support Service that facilitates staff and students to deliver and access exceptional learning opportunities, and this role will be pivotal in achieving this. Working closely with our team of school-based technicians, you will drive service improvements and ensure our IT operations align with national standards, centralised services, and best practice.

The successful candidate will be a positive, confident leader with technical knowledge, excellent communication skills, and a drive for delivering excellent service. You will oversee the Trust's Helpdesk, support technician development, and champion proactive, standardised, and well-documented support across all schools. This is an exciting opportunity for someone who enjoys both problem solving and developing people, processes and systems, to ensure schools and their stakeholders are able to confidently utilise the full spectrum of IT resources and systems available to them.

For an informal discussion about the post, please contact Matt Pearce via pearcem@bep.ac

Closing Date: 9am on 11th May 2026

Interview Date: 18th May 2026

Job Description

Job Title:	IT Service Lead
Location:	Orchard Grove Primary School, with travel to other schools.
Pay Grade:	NJC Point 20 on a scale 20-25
Salary:	£32,597- £36,363 per annum
Hours of Work:	37 hours per week
Pension:	LGPS Defined Benefit Pension Scheme
Reporting to:	IT Manager
Other key relationships:	IT Technicians, Central Team, and Senior Leadership Teams

Job Purpose:

To support the development and delivery of IT support across the Trust, enabling staff and students to deliver and access exceptional learning opportunities.

Key duties and responsibilities of the post

IT Support Leadership

- Oversee IT support delivery across all schools and the central team, ensuring that staff and pupils receive the highest quality outcomes, enabling and facilitating schools to make the most of the systems available to them.
- Conduct regular school visits to maintain visibility, build trust, and understand site-specific needs.
- Support technicians to diagnose and resolve root causes, not just symptoms.
- Ensure support aligns with the DfE's IT Support Standard, including responsiveness, clear channels, consistent tracking and maintaining systems reliably.

Helpdesk Management

- Manage and monitor the trust helpdesk, ensuring consistent prioritisation, SLA application, and high-quality ticket handling.
- Allocate or reassign tickets when technicians have not self-assigned or where workload balancing is required.
- Perform regular ticket quality checks ensuring timely and effective resolutions.
- Ensure clear signposting for issues that require third-party or non-IT departmental support.

Technician Support & Development

- Oversee the support and allocate resources for trust Primary Schools.
- Provide guidance, coaching, and escalation support to the wider group of 14 school-based technicians and maintain documentation to enable on-site technicians to resolve common outage scenarios.

- Share best practices, standardised processes, and ensure consistent approaches across schools.

Service Improvement & Standards

- Identify recurring issues across schools and recommend operational improvements.
- Help standardise support processes, device builds, and documentation across the trust.
- Maintain and expand the trust's IT documentation, knowledge base and user guidance materials, to facilitate self-service support for staff members.
- Develop clear communication materials for staff, including updates, guidance and training where required.
- Act as a single point of contact and escalation for leadership teams to raise comments or concerns related to IT service delivery.

Quality, Reliability & Consistency

- Ensure consistent SLA expectations and prioritisation across all schools.
- Promote proactive support practices, monitoring, and issue prevention.
- Support trust leadership in reviewing support effectiveness annually, in line with DfE expectations for reviewing IT support provision.

Health and Safety

- Liaise with premises staff and specialist contractors to ensure the safety of any IT works particularly the safe management of asbestos, working at height and electrical risks.
- Ensure that equipment is installed in line with relevant health and safety guidance and policies.

Conduct & Professional Development

- Understand the role of safeguarding within the context of IT in schools and the wider context across the trust.

Safeguarding

- Keep up to date with developments with safeguarding and IT and work with line manager to ensure the trust solutions are effective.
- Follow Trust safeguarding procedures and report any concerns to the Designated Safeguarding Lead of the relevant school.

Data Protection

- Support Subject Access Requests and Freedom of Information requests for digitally held personal data to minimise the risk of a data breach occurring and to report any breaches that come to your attention.
- Ensure that data protection impact assessments are undertaken for IT systems, liaising with the Data Protection Officer where necessary to ensure appropriate controls to protect personal data are in place.
- Highlight any potential risks and propose solutions to line management.

Other Duties

- To support the achievement of the Trust's objectives by working proactively with colleagues on projects or activities outside direct area of responsibility as required.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the Trust's

safeguarding policies. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS.

- To comply with legislation, policies and procedures relating to confidentiality and data protection, reporting any concerns to the appropriate person.
- To work in compliance with all the codes of conduct, regulations and policies of the Trust and its commitment to equal opportunities.
- To comply with the Trust's Health & Safety policy and statutory requirements.
- Undertake any other duties as may be reasonably required by the Trust IT Manager or Head of IT.

Working pattern

- Typically, Monday to Friday 8.30am – 4.30pm, there may be some flexibility and a working pattern will be agreed with the post-holder on appointment.
- This working pattern is subject to change and you will be required to work flexibly with colleagues to ensure the operational needs of the Trust are met. At peak times the working pattern may need to vary.
- This is intended as an all-year post, but we may consider a term time only arrangement for the right candidate.

Special Factors

This role will involve regular travel to schools within the Trust (and new ones that may join in the future). The reimbursement of travel costs to schools, other than the location of the central Trust office, will be as per the Trust's travel policy. A valid driving licence and access to a vehicle (including business use insurance) is essential for the role.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

The Trust seeks to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled person.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.



Person Specification

Qualifications and Experience	Educated to A level/level 3, including GCSE grade C in both Maths and English as a minimum	E
	Experience in IT Support	E
	Proven experience of building and maintaining positive professional relationships with key stakeholders.	E
	Professional communication with a range of audiences including those without IT expertise.	E
	Valid UK driving license and access to own transport for work	E
	Managing or leading a team of people	D
	Experience of using Microsoft365, Entra, Intune, central network management solutions, etc	D
	Relevant qualification in IT, Computing and/or Management Skills	D
Skills and Knowledge	Strong understanding of the role IT Support and maintaining stakeholder confidence plays in a large organisation	E
	Excellent planning and organisational skills.	E
	Effective interpersonal and communication skills.	E
	Well developed analytical, reporting and problem solving skills	E
	Understanding of procedures and legislation around confidentiality and data protection.	E
Personal Qualities	Confident, resilient, able to work under pressure and manage own time effectively	E
	Flexible, enthusiastic and positive with a proactive approach to finding solutions	E
	Willing to undertake additional training and development	E
	Ability to persuade and influence change with positivity, sensitivity and emotional intelligence.	E
	Able to establish trust and credibility at all levels.	E
	Detail focussed	E
	High professional standards and integrity	E
	Committed to safeguarding children and equality	E
Suitable to work with children and young people.	E	

