



Organisation:	Watergrove Trust
Section:	Associate Staff
Location:	Will be required to work across any of the schools within the Watergrove Trust
Job Title:	IT Service Manager
Scale:	Grade 8, points 26 to 28
Hours	36.25 hours per week, All year round.
Accountable to:	Strategic Director of IT
Accountable for:	IT Technicians (Level 1 & 2)
Special Conditions of Service	<ul style="list-style-type: none">• All posts require satisfactory pre-employment checks including enhanced DBS clearance prior to appointment.• Evening work is to be expected with this post and the post holder is expected to manage their hours accordingly.• A full driving licence and access to a vehicle is required (Trust will provide business driving insurance cover).
Values and Behaviours:	<p>Approach the job at all times using the Watergrove Trust ethos:</p> <p>Coach Challenge Innovate</p> <p>Be aware of and apply the Watergrove Trust ethos and aim to Provide More at all times.</p>

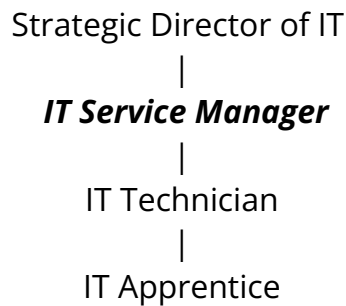
Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PURPOSE AND OBJECTIVES OF THE JOB

1. Overall responsibility for IT provision within trust school(s).

2. Responsible for developing and implementing the school's IT strategy and service provision with a focus on removing barriers from teaching and learning.
3. Responsible for managing all aspects of IT technical support in the school, using innovative solutions and a customer focused positive attitude to always be Providing More.

Organisational Chart:



CONTROL OF RESOURCES

Personnel

To be responsible for the direction, support and motivation of self and any staff under postholder's control.

Financial

To work in accordance with Financial Regulations and procedures of the School.

Equipment/Materials

To be responsible for the safe use and maintenance of equipment/materials used by the postholder.

To adhere to the School's rules and regulations relating to the use of IT, email and intranet/internet access.

Health/Safety/Welfare

Responsible for the health, safety and welfare of self and colleagues in accordance with Authority/School's Health & Safety policies and procedures and current legislation.

Equality and Diversity

To work in accordance with the Authority's/School's Policy relating to the promotion of Equality and Diversity.



Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the School's arrangement.

Relationships (Internal and External)

- Internal:
1. School staff.
 2. Senior managers.
 3. Governors / Trustees.
 4. Volunteers.
 5. Pupils.
 6. Users of the School.

- External:
1. Parents/carers.
 2. Staff in other schools and within the Trust.
 3. Suppliers of equipment and services.

RESPONSIBILITIES:

The postholder must:

1. Perform his/her duties in accordance with the Trust's Equality and Diversity Policy.
2. Ensure that the Trust's commitment to public service and care of our customers is "providing more".
3. Be able to render regular and efficient service to undertake the duties of this post.

PRINCIPAL DUTIES

1. To Coach, Challenge and Innovate in all aspects of the job.
2. To ensure that teaching and learning is well supported throughout the school through the provision of responsive, robust and easily accessible systems.
3. To develop an understanding of the pedagogies employed within the school and work to ensure that the technologies provided support these. This will involve spending time in classrooms to witness lessons in order to develop a symbiotic relationship with teaching staff.
4. To be a visible presence in the school, and to contribute to the resolution of whole school issues that may or may not be IT focussed.
5. To promote the development of the trust's IT team through coaching and support of technicians at all schools and always show a willingness to support colleagues.



6. To develop and maintain excellent working relationships with school and trust leaders.
7. To provide clear communication to all stakeholders, with a focus not only on what is happening, but why it is happening.
8. To constantly iterate on the quality of IT provision by applying Deming's cycle of continuous improvement.
9. To devise innovative approaches to overcome technological barriers, as well as those of budget and attitude.
10. To protect the trust's schools and users from cyber threats and to develop a stringent disaster recovery plan, incorporating a robust backup strategy.
11. To be responsible for the efficient and continued running of the school / trust IT network.
12. To monitor the use of the IT helpdesk and ensure that targets and KPI's are met..
13. To manage the work of staff providing technical support to staff, governors and pupils.
14. To identify trust staff training issues and deliver appropriate training.
15. To create and manage all network user accounts, ensuring correct access rights and audit as required.
16. To work with the school's DPO to ensure that data is held in accordance with GDPR and that retention schedules are adhered to.
17. To design and implement changes to the trust's IT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate.
18. To procure IT equipment on behalf of the trust.
19. To carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with trust policy.
20. To advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain a record of all installations carried out.
21. To manage the IT budget.

SECONDARY DUTIES

1. Uphold the professional standards expected of every member of Trust staff in all dealings with colleagues, students, parents / carers and the wider community and adhere to the principles expressed in the aims of the Trust.



2. Work collaboratively across departments with colleagues and students to ensure the Academy and Trust operates as effectively as possible to achieve its aims. Develop collaborative working relationships with other managers and colleagues in the Trust.
3. To participate in programmes of training as a trainee and when required as a trainer facilitator. Actively contribute to the continued development of the Trust by attending training, participating in relevant meetings, and putting forward ideas for improvement. To demonstrate a commitment to self-review and professional development.
4. Be aware of and comply with policies and procedures relating to child protection, health and safety and security, confidentiality and data protection, reporting all concerns as appropriate.
5. Maintain designated databases/files in accordance with Trust policies for data governance, as appropriate for the role.
6. To support and participate in team working across the Trust, including working within other areas/ schools as required in the light of operational needs of the Trust and to facilitate the career development of the post holder. Prepare and contribute to Trust wide development by sharing best practice and professional feedback.
7. To undertake duties as part of the team rota - To act as a team member and undertake general office duties as and when required to support the overall service delivery to the academies, students and families. Be a positive, collaborative team member.
8. To undertake such other duties and responsibilities of an equivalent nature commensurate with the level of responsibility that may be allocated periodically, as may be determined from time to time by the CEO (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).
9. The postholder's duties must at all times be carried out in compliance with the Trust's Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.
 - a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.
 - b) Cooperate with management of the trust as far as is necessary to enable the responsibilities placed upon the trust under the Health and Safety at Work Act to be performed, e.g. operate safe working practices including both mental and physical wellbeing.
 - c) It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards employees. The postholder should also counteract such practice or behaviour by challenging or reporting it.
10. To attend and participate in meetings as required.
11. Play a full part in the life of the Academy community, supporting our ethos and values encouraging staff and students to follow this example.



12. Support the Academy and the Trust in meeting our legal requirements for worship.

13. Actively promote the Academy and Watergrove Trust corporate policies.

Job Description prepared by: _____ Date: _____

Agreed by Postholder: _____ Date: _____

**Watergrove Trust
Person Specification**

Organisation :	Watergrove Trust	Post:	IT Service Manager
Section :	Associate Staff	Grade:	8

Note to Applicants:

Essential Criteria (E) are the qualifications, experience, skills or knowledge that you MUST SHOW YOU HAVE to be considered for the job.



There are a range of methods by which this information can be obtained. The '*How Identified*' column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you MUST include details relating to this aspect in your **Application Form**. You must include examples from either paid or voluntary work. Do not leave gaps in employment.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
Qualifications		
Good standards for literacy and numeracy GCSE Grade C in Maths and English or equivalent (Level 2)	E	AF, certificates
Relevant IT qualification (e.g.CompTia A+ / NVQ) or higher	D	AF, I, check certificates
Current IT vendor certification or ability to demonstrate equivalent experience	D	AF, I, check certificates
Willingness to complete appropriate training and professional development	E	AF, I
Skills and Experience		
Approachable with excellent communications and interpersonal skills	E	AF, I
Demonstrates a level of gravitas commensurate with the role	E	AF, I
Logical thinker and ability to act on own initiative	E	AF, I
Able to effectively prioritise own workload and manage that of the team and effectively motivate and lead your team	E	AF, I
Plan and initiate projects and oversee implementation across a range of locations. Proven track record in using development methodologies or recognised project management techniques to deliver successful IT developments	D	AF, I
Proven experience in ensuring a safe, secure and compliant IT environment	E	AF, I
Knowledge and experience in the Education sector or not for profit	D	AF, I
Able to relate well to both Staff and Students with a range of IT abilities	E	AF, I
Able to exercise judgement and refer matters as necessary	E	AF, I, A



Creative approach leading to solution focused results with a passion for learning and development	E	AF, I, A
Experience of driving through effective change	D	AF, I
Energy, drive, enthusiasm and ideas for improving business results	E	AF, I
Flexible and open minded approach to completion of work	E	AF, I
Knowledge and experience of working with Google Workspace	D	AF, I, A
Knowledge of software delivery mechanisms	D	AF, I
Experience of installation of hardware, software and peripherals	E	AF, I, A
Knowledge and Ability		
Understanding of the importance of safeguarding/child protection when working in a school setting	E	AF, I
Able to diagnose faults and find solutions to the problem, understanding the importance of adopting a logical approach to fault finding, working within codes of good practice	E	AF, I
Excellent organisation skills. Ability to lead and prioritise own workload, work as part of a team and work to deadlines	E	AF, I
Knowledge of working with current IT technologies including hardware and software	E	AF, I
Interest and ability in developing the staff within and beyond the team	E	AF, I
Able to communicate the realities and possibilities of IT to non-technical audiences including Senior Leaders, managers and staff	E	AF, I
Ability to relate well to both Staff and Students with a range of IT abilities	E	AF, I
Experience of working within a busy customer focused, service driven IT support department preferably (but not essential) within a school environment	E	AF, I
Knowledge and experience of working with multiple IT technologies including but not limited to; firewalls, web filters, anti-virus and security suites, Wi-Fi, virtualisation, backup and restore both physical and cloud based.	E	AF, I
Special Working Conditions		
From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school	E	AF, I



events as and when required or to perform routine system upgrades and general maintenance.		
The role may require some manual handling of bulky and moderately heavy items	E	AF, I
A full driving licence and access to a vehicle - business insurance is provided	E	AF, I
This post is based across the trust and there may be a requirement for you to work at any of our partnership schools as required	E	AF, I

