



IT Technical Manager

August 2024



Dear Applicant,

I am delighted to share this recruitment pack for the post of IT Technical Manager

Thrive Trust has experienced incremental growth over the past seven years. The ten schools within the trust have all elected to join Thrive because of its values and absolute commitment to partnership working, educational improvement, mutual support, respect and inclusion.

Additional information is included in this recruitment pack to help you understand more about us. If you are interested in applying and would like to have an informal discussion about the role with Dave Kemp, Trust IT & Data Lead, please contact kempd@thrivetrust.uk

Thank you for your interest in the post of IT Technical Manager at the Thrive Co-operative Learning Trust. I look forward to receiving your application.

Yours sincerely



CEO





**Welcome from
Thrive Co-operative
Learning Trust Chief
Executive Officer
(CEO), Jonathan
Roe**

On behalf of Thrive Co-operative Learning Trust, I would like to thank you for your interest in working with us.

Our mission is to *inspire pupils to thrive in life*. We work cooperatively as a multi-academy trust to enable each pupil, school, and community to reach their fullest potential, and to aspire living our co-operative values.

We hope that you would like to join us in this mission.




Our Values



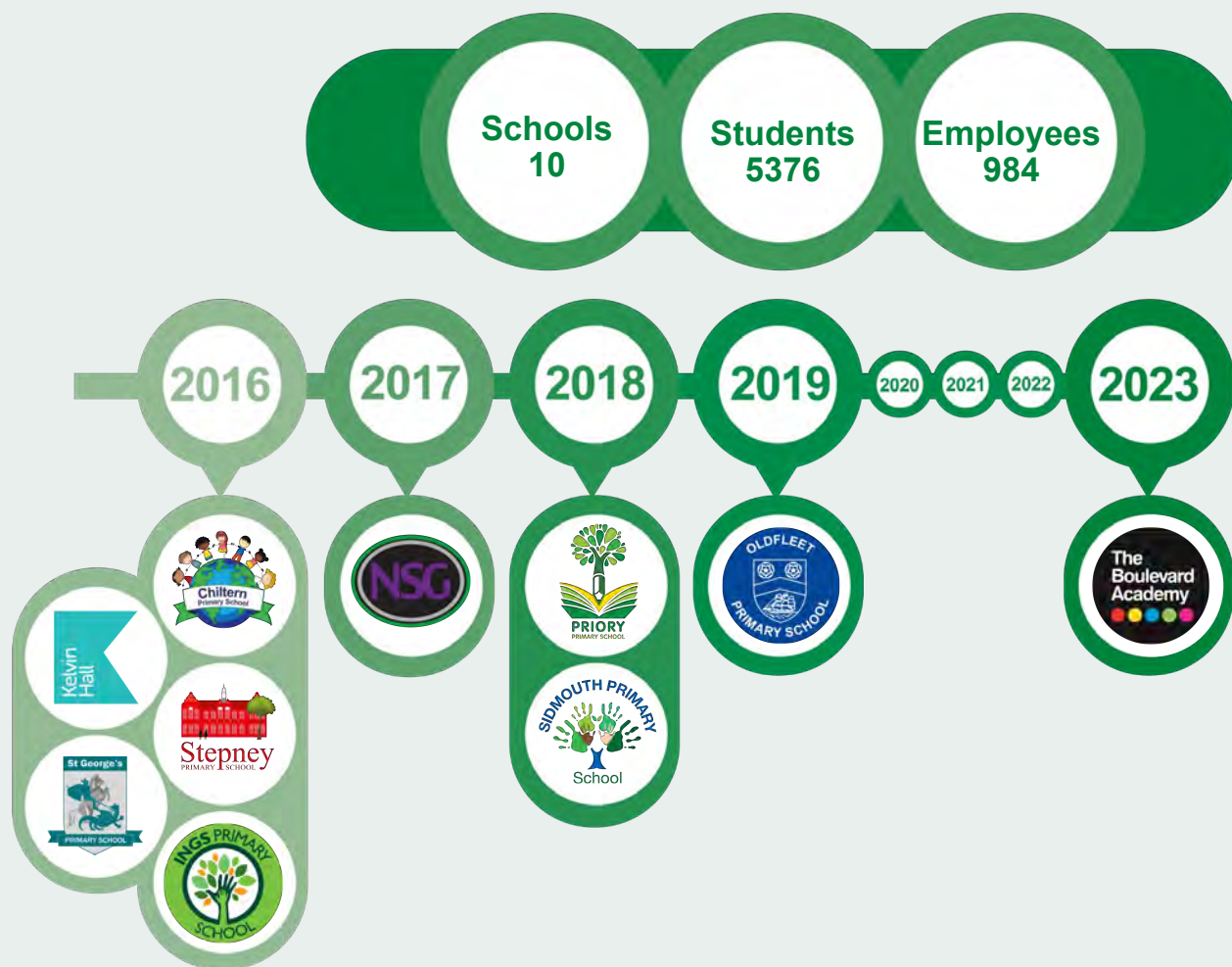
Thrive Mission Statement *Inspiring pupils to thrive in life*

Thrive Co-operative Learning Trust **understands thriving to mean learning**, and learning to mean **growing in knowledge, self-reliance and in responsibility towards others**. Achieving this will allow pupils and staff to **develop a sense of agency and co-agency**, which is the awareness that we are powerful and can affect change, that life is something to be grasped rather than something that happens, and that we have maximum impact when **we work together for the common good**. This sense of agency plays out at three scales as it affects the future of **the individual, their community (local and national), and their planet**.

View our **Thrive Charter** here...



Our Journey so far...

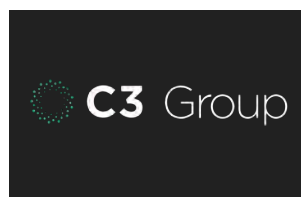


Our Partners

Our ongoing partnerships with the following organisations



Our partnership with the Reach Foundation is leading us to develop a 'Cradle to Career' model across our three schools in HU3 - and later across the whole of Thrive.



Our recent partnership with C3 Group has brought us closer to achieving our goal of net-zero emissions, reinforcing our pledge to create a more sustainable future for our students, staff, and the wider community.



Yorkshire 100 aims to identify 100 future school leaders and take them on a development journey of peer-led support and cutting edge national and international school development.



Coop Schools provides services and support for the network of cooperative schools, strengthening school improvement and local accountability.



Registered Office Address:

Kelvin Hall School, Bricknell Avenue, Hull, East Yorkshire HU5 4QH

Tel: (01482) 342229 | Email: jobs@thrivetrust.uk



IT Technical Manager
Salary: Grade 9 SCP 29 - 32 £38,626-£41,871
37 hours per week, All Year Round
Monday - Thursday 08:00 - 16:00 & Friday 08:00 - 15:30 (30 minute unpaid break)
Permanent, Start September 2024

The Thrive Co-operative Learning Trust is responsible for ten schools across Hull; three secondary and seven primary. A Thrive school is a dynamic community of staff, pupils, and their families all focussed on one thing - *inspiring pupils to thrive in life*.

Do you have a passion for technology and a desire to make a real difference in education?

Thrive Co-operative Learning Trust is currently seeking an experienced and enthusiastic IT Technical Manager to join our in-house team. In this role, you will provide strategic leadership and direction for the Trust's entire IT infrastructure, ensuring it facilitates effective teaching, learning, and administration across all our 10 schools.

In this key role, you will:

- *Oversee the implementation, maintenance, and security of all IT systems and networks across our 10 schools (3 secondary & 7 primary).*
- *To work as part of the strategic IT team to identify, prioritise and set the IT department's operational annual plan.*
- *Manage a team of IT technicians, ensuring efficient and effective IT support is delivered to staff and students.*
- *Develop and manage an 'IT Roadmap' to track upgrades and updates across all schools' IT systems.*
- *Proactively identify and implement technological solutions to improve teaching, learning, and administrative processes.*
- *Stay up-to-date on the latest trends and innovations in education technology.*
- *Ensure all IT Services are delivered to agreed service levels in accordance with the IT Service Level Agreements (SLAs).*

What we offer:

Work Laptop

Work Mobile Phone

Cycle to work scheme

Employer Pension Contribution – Local Government Pension Scheme (LGPS)

Generous Holiday allowance 26 days, rising to 30 with service plus bank holidays and 3 concessionary days

If this seems like the role for you please contact Dave Kemp, IT & Data Lead for an informal discussion by email kempd@thrivetrust.uk

Closing date: **Wednesday 31st July 2024, 9am**

Interview date: **Friday 2nd August 2024**

As part of Thrive Co-operative Learning Trust commitment to safer recruitment processes and in accordance with statutory guidance: [Keeping Children Safe in Education](#), an online search will be carried out on all shortlisted candidates.

Please note, we do not accept CVs, applications must be submitted using our application form.

Our commitment to Safeguarding: Thrive Co-operative Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Each school has a robust Safeguarding Policy and all staff receive training relevant to their role at induction and throughout their employment.

A candidate's suitability to work with children will be explored at all stages of the recruitment process. The successful applicant will, in accordance with statutory guidance, be subject to a comprehensive pre-employment checking process including receipt of a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS), a Children's Barred List check, a Section 128 Management Check if relevant, Prohibition check and overseas checks as applicable, identity check, medical clearance, proof of qualifications, satisfactory references and a check regarding their eligibility to work in the UK.

This role involves contact with children and provides regular access to children, therefore it is 'regulated activity'. As such, this post is exempt from the Rehabilitation of Offenders Act - 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Our commitment to equality and diversity: Thrive Co-operative Learning Trust recognises and celebrates the diversity of its schools and their communities. There is a shared commitment across the Trust to develop further a culture of respect, where discrimination is not tolerated, and individuals are treated equitably and fairly and feel a sense of belonging. Please visit [Thrive Trust website](#) to view our Job Applicants Privacy Notice, which explains how we collect, store, and use personal data about individuals applying for jobs at our school.



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Job Description

Post Title	IT Technical Manager
Grade	Grade 9
Location	Trust Central Team
Reporting to	IT & Data Lead

Purpose of Role

The IT Technical Manager will be responsible for managing the Trust's IT infrastructure and technical operations to ensure efficient, reliable, and secure IT services for all users.

Key Responsibilities

- To promote and safeguard the welfare of children and young people.
- To ensure the smooth & efficient running of all IT systems that support the Trust and its schools.
- Carry out project work and general ongoing development of the IT function
- Manage a team of IT technicians, ensuring efficient and effective IT support is delivered to staff and students.

Strategic Management

- To be responsible for the effective operation of the IT help desk including the allocation of calls. To analyse the calls logged to identify trends or patterns of issues.
- To provide clear communications to dedicated IT contacts and key school personnel within each school with regards all IT issues.
- To be responsible for the correct disposal of all IT equipment ensuring compliance with the relevant regulations.
- To work as part of the strategic IT team to identify, prioritise and set the IT department's operational annual plan.
- To formulate and manage an 'IT Roadmap' for tracking upgrades and updates to IT systems across all schools.
- To be responsible for the planning, implementing and recording of IT assets moves across the Trust in the relevant school asset register.
- Ensure all IT Services are delivered to agreed service levels in accordance with the IT SLA's.
- Create and maintain a knowledgebase of technical articles which can be used by colleagues to carry out technical tasks effectively.

Network Management

- To be responsible for managing and controlling all technical aspects of the installation, configuration, operation, maintenance and development of the Trust and its IT hardware, software and network infrastructure including
 - Servers (virtual, physical & cloud) including email, print, CCTV and backup
 - System Performance
 - Management Information Systems
 - Routers & Smoothwall (Web Filter/Firewall)
 - Wired and Wireless networks including switches.
 - Network and data security
 - Server and device operating systems (Window/Mac OS)
 - Networked and local MFD
 - Cloud services such as Google Workspace (EMail & Collaboration)
- To allocate tasks to IT Apprentice's or IT Engineers on a day to day basis at all schools and to act as an escalation point for technical issues or queries.
- To manage and take ownership of technical issues to the point of resolution for any network and equipment failures covering software, hardware and infrastructure issues.
- To, under direction of the IT & Data Lead, ensure the efficient and effective deployment of IT resources across all schools.
- To develop and carry out routine network management tasks including daily backups, anti virus checking and other housekeeping tasks across all schools.

General Duties

- To demonstrate an active commitment to ongoing professional development.
- To deputise for the IT & Data Lead as and when required.
- This role requires travel between sites and may require transporting equipment, access to suitable transport is essential.
- To undertake any other relevant duties as may reasonably be requested by the IT & Data Lead or Senior Management Team of the Trust.

Safeguarding Children

Thrive Co-operative Learning trust is committed to safeguarding and promoting the welfare of our pupils and young people. Each school has a robust Safeguarding Policy and all staff will receive training relevant to their role at induction and throughout employment at the school. We expect all staff to share this commitment. All post holders are subject to a satisfactory Enhanced disclosure from the Disclosure & Barring Service (DBS) and satisfactory employment references, as well as identification and qualification checks which will be required before commencing duties.

Responsibilities for Staff:	IT Engineers
Responsibilities for Customers/Clients:	Safeguarding and promoting the welfare of children. Provides support to all staff, pupils and visitors of the Trust and individual academies.
Responsibility for Budgets/Financial Resources:	None
Responsibility for Physical Resources:	As a member of the it support department the post holder shares responsibility for the operation and maintenance of approximately 4000+ computers and peripheral devices.

		E	D	How Identified
Qualifications	Qualified to level 4 in an IT related subject	✓		
	Qualified to at least GCSE level at C or above in English and Maths	✓		
	Microsoft or related certification	✓		
Relevant Experience	Experience of managing a IT help desk	✓		
	Experience of managing complex IT technical issues	✓		
	Experience of working in multi establishments with a variety of IT equipment	✓		
	Ability to represent the academy Trust externally and be an outstanding ambassador	✓		
Skills & Abilities	Motivation to work with children and young people	✓		AF, I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓		AF, I
	Ability to work independently without direct supervision, and to supervise other delegated members of the department	✓		
	Have good analytical skills, and be able to build on previous training / experience to resolve newly encountered problems.	✓		
	A proven ability to diagnose PC hardware configuration faults	✓		
	Aid in the development of technical strategies for all of the schools within the Trust	✓		
Knowledge	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	✓		AF, I
Interpersonal/ Communication Skills: Verbal Skills	Must be able to explain instructions or technical difficulties in a clear manner	✓		
	Ability to form and maintain appropriate professional relationships with staff and other school partners	✓		
Written Skills	Aid in the development of technical strategies for all of the schools within the Trust	✓		
Personal Qualities	Ability to multitask, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential	✓		
Disclosure & Barring Service	The successful candidate's appointment will be subject to the School obtaining a satisfactory Enhanced disclosure from the Disclosure & Barring Service and Children's Barred list check	✓		DBS
	This post is exempt from the Rehabilitation of Offender Act 1974 the candidate is required to declare full details of everything on their criminal record.	✓		(after short listing)

How to apply



Informal Discussion

If you are interested in applying and would like to have an informal discussion about the role with Dave Kemp, please contact kempd@thrivetrust.uk

How to apply

All applications must be made using the Trust's application form. Please visit <https://www.thrivetrust.uk/job-vacancies> to download the application form.

Please return your completed application to people@thrivetrust.uk

Closing Date: Monday 19th August 2024 9am

Interview Date: Wednesday 21st August 2024

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 **thrive**
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