

Job Pack

Senior IT Engineer

Mulberry School for Girls
(Part of the Mulberry Schools Trust)



Welcome

Founded by Mulberry School for Girls on 1st May 2017, our Multi Academy Trust (MAT) is a flourishing collaboration of schools and partners with a focus on delivering high quality provision for local families in Tower Hamlets and East London.

We have a clear vision that all students who attend one of our schools leave us as highly qualified, confident and articulate young people with a wealth of experience. Our aim is to develop creativity, leadership and a life-long love of learning. This will enable our students to lead enriched, happy and fulfilled lives, making a contribution to their own community, to British society and to global well-being.

I enjoy seeing all of our dedicated and innovative staff teams work with each successive cohort of students to shape the culture and ethos of their schools so that each individual feels empowered and has the opportunity to contribute.

Dr Vanessa Ogden
Chief Executive Officer, Mulberry Schools Trust

Mulberry School for Girls is a high achieving, oversubscribed and successful girls' comprehensive school for pupils aged 11 to 18. Our aim is to ensure that all our pupils leave the school as highly qualified, confident and articulate young women with a wealth of experience in the wider world. We expect all our pupils to achieve outstanding outcomes academically, but we also believe strongly in developing a life-long 'love of learning'.



Our school is a place where girls' talents and abilities are nurtured in a safe, creative space and where they can develop their ambitions, creativity, leadership and the power for self-determination. We believe these things will enable our pupils to lead enriched, happy and fulfilled lives, making a contribution to their own community, to British society and to global well-being.

There is an outstanding enrichment programme which includes Model United Nations Global Classrooms, women's education conferences, youth conferences and the Girl Guides, the Duke of Edinburgh's Award, sport clubs, residential visits and over 50 weekly lunch-time and afterschool clubs. Our curriculum is enriched through extensive links with a range of organisations including Bank of America Merrill Lynch, London Stock Exchange, National Theatre, the BFI and the Donmar warehouse.

We are also part of the innovative Mulberry STEM Academy, a partnership with Mercedes-Benz Grand Prix Ltd. The Mulberry STEM Academy is a Saturday/holiday provision that provides a place of learning, inspiration and innovation for young people interested in STEM (science, technology, engineering and maths).

We look forward to welcoming you soon.

Alice Ward
Headteacher, Mulberry School for Girls

Our Vision

Our vision is to be a key provider for quality education so that all of our students leave us as highly qualified, confident and articulate young people with a wealth of experience.

This vision is under-pinned by moral purpose – a desire to do more to improve the quality of education for all children and young people – and a commitment to schools working together to secure an inclusive, ambitious, collegiate and high-quality offer.

A Mulberry education is premised on three under-pinning principles:

1. Access to education and the chance to be educated is a human right in a civilised world.

We believe that every young person should receive the same opportunities and quality of education, regardless of their natural ability or where they come from. Our Trust was formed to enable our partners to deliver the best possible educational outcomes for their young people and the communities they serve through sharing expertise and promoting outstanding practices.

2. Education should provide rich intellectual and personal development for individuals and communities of people.

An education offered by the Trust is concerned with the spiritual, moral, social, cultural and physical development of people so they have self-determination and can create for themselves fulfilled, happy lives. It is also concerned with equipping people for employment, making a contribution to the economy as well as enabling them to sustain themselves financially.

3. Education is a public good.

To have universal school education brings economic and social benefits to the whole of society; it creates greater peace, prosperity and economic and social well-being. The Mulberry Schools Trust is outward facing and contributes to education beyond the doors of its own schools.

These principles shape the aims of the Trust's education: the curriculum that is delivered, the personal development that is offered and the wider opportunities that are provided across the system.

Our Aims

Our aim is to develop creativity, leadership and a life-long love of learning in our students which will enable them to lead enriched, happy and fulfilled lives, making a contribution to their own community, to British society and to global well-being.

Every student will receive an education that:

1. Engenders high levels of academic and technical ambition
2. Provides rich personal development
3. Enables the development of students' high aspirations and self-determination

Bringing Down Barriers to Success

Our shared background in providing for disadvantaged communities has inspired the Trust to build up a broad network of partnerships to aid and develop student experience, opportunity, drive and success. It is our belief that there should be no barriers to each child's future and that society should, and can, be a level playing field. Aspiring for this to be reality we promise to:

- Emphasise high quality subject teaching that is reinforced by excellent support for learning and intervention.
- Deliver inclusion services that assist personal development.
- Provide excellent pastoral care so no student goes unsupported.
- Continually develop strong leadership and have high levels of expertise in education, supplemented by knowledgeable, committed and challenging governance.

Partnerships with Impact

The Mulberry Schools Trust's corporate and arts partners, such as Mercedes-Benz Grand Prix Ltd., Bank of America Merrill Lynch, the British Film Institute, the National Theatre, the London Stock Exchange Group, the Donmar Warehouse, the Southbank Centre, Barts NHS Trust and others, will all contribute extensively and be central to the wider extra-curricular experiences that the Trust is able to offer to achieve its aims.



About Mulberry School for Girls

Mulberry School for Girls is an 11-18 comprehensive community school with nearly 1600 students, close to Whitechapel and Shadwell in the London borough of Tower Hamlets. A successful and popular school in the local area, Mulberry's accolades include Leading Edge, Training School, Arts School, International School and Healthy Schools' status. The school is fully inclusive in all year groups, including the Sixth Form, and in April 2024 Ofsted graded the school 'Outstanding'.

Performance at GCSE is significantly above national average in terms of progress and attainment and this has been the case for a number of years. The average progress 8 score over the past 4 years is 0.75. In summer 2019, students at Mulberry achieved strong levels of success at GCSE, with 67% of students achieving five passes at GCSE at 9-4. In summer 2020, 84% of student achieved 9-4 including English and maths. The ambition to achieve amongst Mulberry students was replicated at Sixth Form with destinations including Oxford, Cambridge, Edinburgh, St Andrews and the London School of Economics as well as record number of students going on to study Medicine. Despite being located in one of the country's most deprived areas, students at Mulberry now achieve well above national standards in all areas, proving that schools can overcome the attainment gap.

A relentless focus on high quality Teaching and Learning

As Headteacher Dr. Vanessa Ogden explains, the key to excellent outcomes lies in the classroom: 'students achieve well because teachers deliver lessons which excite and engage learners, and which challenge students at all levels of ability'. In addition, the school's research-led approach gives teachers the opportunity to try out new approaches in the classroom. Members of staff are able to access a range of high-quality professional development, which ensures that they are consistently refining their practice in order to secure the very best outcomes for students. Many have postgraduate qualifications, and young teachers are encouraged to take on leadership opportunities. Jill Tuffee, Associate Headteacher, argues this helps the school to recruit and retain talented teachers, since 'they can see that we will give them opportunities to learn and to progress



Building confidence and creativity through the Arts

Mulberry's pioneering work in the Arts has a hugely positive impact on the whole school community. We have a specialist team dedicated to developing and promoting the development of students' skills in the Arts, including our own theatre and dance companies. All students are involved in arts activities, with every student at KS4 taking at least one Arts subject. In 2009, Mulberry's students were the first state school to be awarded a Fringe First at the Edinburgh Festival for their performance of 'The Unravelling', the final instalment of a trilogy of plays written by playwright in residence Fin Kennedy. More recently, students and the local community have benefitted from the residency of the Donmar Warehouse at the Mulberry and Bigland Green Centre in December 2014, and in 2018 students returned to the Edinburgh Festival with their performance of 'Cry God for Harry, England and St George!'.



Effective use of ICT

All classrooms are equipped with interactive whiteboards and teachers make full use of this equipment to enhance participation and engagement in lessons. Laptops and iPads are used as learning aids, for example by allowing visually impaired students to enlarge diagrams or text. Mulberry will be developing its Virtual Learning Environment (VLE) this year and this should provide further exciting opportunities to use technology to enhance the student learning experience.

Intensive support for under-achieving students

Mulberry's Prep programme provides mentoring and support for under-achieving students in Year 11. As well as individual mentoring in school time, students attend special sessions on Saturdays and in holiday time to boost their confidence. This is further supported by the work of progress tutors, who are members of staff who are attached to particular year groups, and who are responsible for analysing and evaluating students' progress and coordinating after school prep sessions. These sessions provide students with a quiet space to complete homework or further extension activities and therefore help to maximise progress.

Rigorous tracking and monitoring of progress

As part of the school's focus on raising standards, members of the Senior Leadership Team meet regularly with subject leaders to discuss students' progress. The approach is supportive, with departments encouraged to put forward ideas for raising attainment. As the Associate Headteacher explains, 'in preparation for these meetings, subject leaders analyse current progress data, review the quality of pupils' work, visit lessons and consult with pupils to provide a full picture of how individual pupils are doing and what more we can do to ensure every child reaches her full potential'. These meetings are part of a school-evaluation cycle every half term where all teachers are engaged in reflecting on how best to respond to the individual needs of their pupils. A particular focus in recent years has been developing students' academic writing skills and the excellent achievement in GCSE English in 2018 demonstrates the impact of this work'.



Developing young women as global leaders

All students are encouraged to take on leadership responsibilities, and to see themselves as leaders in their community and the wider world. Mulberry's work with local businesses provides role models for students, and partnerships with independent schools help to break down barriers. There are many conferences for young women which the school organises for girls across the country in state schools and Mulberry is the only school in the country to have a Women's Education Office which constantly promotes gender equality and organises a multitude of opportunities for students to take public platforms and have their voices heard. This includes Model United Nations with UNA-USA, engagement with all kinds of scholarship programmes such as the US Embassy's Civil Rights Programme and the Southbank's Women of the World Festival. In June 2016 due to the school's long-standing commitment to women's education and community empowerment the First Lady of the United States, Michelle Obama visited Mulberry to launch her Let Girls Learn campaign.



Working in partnership with the local community

Mulberry works closely with local families, running ICT, ESOL and a range of other classes for parents in school every week. Benefits include renewed confidence for parents in their ability to support students with their homework and increased engagement of families in all areas of school life. The school has constructed the 'Mulberry and Bigland Green Centre', an innovative partnership with a local primary school to provide a Children's Centre and adult learning classrooms, as well as a professional-standard theatre for the school and community to use.

About role

We are seeking an experienced and proactive Senior IT Engineer to join our IT team, reporting directly to the IT Manager. As a lead engineer, you will be responsible for providing 2nd/3rd line support at Mulberry School for Girls and Mulberry University Technical College. You will be a key member of the team, who will also support and maintain multiple Trust-Wide systems. Your responsibilities include assisting the IT Manager in supporting the network infrastructure, troubleshooting complex issues, overseeing network maintenance, and contributing to the design and implementation of network projects.

The ideal candidate will have extensive experience in network administration, strong problem-solving abilities, and effective team management skills. You should possess the ability of communicating professionally and effectively with staff and stakeholders, coupled with a passion for improving standards.

The ideal candidate will also hold a degree or equivalent IT/computing qualification and have a minimum of 2 years experience in providing 2nd and 3rd line support in an educational setting. You will possess significant diagnostic and troubleshooting skills, extensive knowledge of IT software, hardware, and operating systems, particularly Microsoft Server 2022, Azure, and 365. Experience with Hyper-V, VMware ESXi, Veeam and deployment systems like SCCM and Microsoft Intune is essential.

Job Description

Job Title:	Senior IT Engineer
Reports to:	IT Manager
Salary scale:	NJC Scale PO2, Spine Point 30-33
Working Hours:	35 per week, all year round

Job Purpose

- To make an effective contribution to a fit-for-purpose ICT support service at MSfG, available to all staff during agreed access hours.
- To lead trouble-shooting and the resolution of ICT issues and to undertake project implementation.
- To make an effective contribution to, and manage aspects of, the maintenance of the school's ICT provision, digital and reprographics equipment, and to associated record keeping.
- To prompt and support staff and students' effective use of ICT and digital technologies.
- Support the IT Manager in the development of the IT infrastructure
- To support and maintain multiple centralised Trust Wide systems and applications.
- To provide cover for, and support to, Mulberry UTC's IT Technician as required.

Main Responsibilities, Tasks and Duties

The postholder:

MSfG & MUTC

- provides 2nd line support, independently trouble-shooting and finding solutions to logged ICT issues.
- is an expert in agreed areas of the IT Network and IT/digital equipment, providing 3rd line support in these areas.
- anticipates the impact of change and consults appropriately with Network Manager or 3rd party service provider on risk before implementation.
- promptly configures, troubleshoots and maintains a variety of Microsoft Windows Server OS: 2019 & 2022.
- proactively monitor and acts on system alerts to prevent downtime, ensuring continuity, efficiency and reliability of IT network, escalating to 3rd party service provider as appropriate.

- to undertake Windows Active Directory Management, create network shares and manage access rights; take lead on Group Policy management, creating group policies as required at all organizational levels.
- as directed by the IT Manager, contributes to the review of MSfG and MUTC's disaster recovery contingency plans to enable an efficient return of service after any unforeseen system outages.
- contributes to administration, configuration and maintenance of Microsoft 365 environment and promote use of collaboration tools e.g., OneDrive and SharePoint to staff across the school [Trust].
- management of the SCCM/MDT server and deployment of Windows operating system software images through the System Centre. Responsible for distribution of software packages and updates to ensure systems are secure, supported and compliant with the software licensing policy.
- takes a lead in new implementation, installation, configuration and testing of computer hardware and network infrastructure equipment.
- ensures that essential maintenance is accurately planned in advance and any disruption to availability scheduled in agreement with the IT Manager.
- provides cover for, and additional support to, the Mulberry UTC IT Technician as required.

MSfG

- delivers agreed aspects of the ICT Support Service, meeting internal Service Level Agreements.
- acts on allocated helpdesk calls and ensures closure or appropriate escalation.
- is a first contact for staff and students, providing 1st line support and ensuring issues are logged and taken forward appropriately.
- services, repairs and rebuilds ICT devices as appropriate.
- takes a lead in device and AV installation programmes and other planned projects.
- acts as a key point of contact for staff to discuss developments in IT that can benefit learning, to remain current with technologies and offer high quality guidance and advice resolution.
- gives technical advice and support to teachers, students and other staff, supporting their effective use of ICT.
- works closely with, and pro-actively supports senior staff of the Trust, providing technical support and guidance in the use of hardware and software and resolving ICT-related problems effectively.
- manages quality support for the AV provision in the hall, conference and meeting room and for events/initiatives that require ICT applications and provide effective training sessions to SLT members and staff on using AV and conference equipment.
- contributes to the team's overall workload, including the reprographics function.
- as directed by the IT Manager, provide peer support and guidance on best practices to IT Technicians in the Trust, supporting the IT Manager in ensuring that the team is sufficiently skilled for the smooth running of the IT system.
- follows all team procedures and protocols, including those for tracking and record keeping, asset management and cost allocation, and suggests areas for improvement.
- implements all school policies, including e-safety, health and safety and safeguarding;
- fulfils the duties of a fire-warden, supported by appropriate training.
- participates in and contributes to team training and development.
- carries out duties of other team members in their absence and other duties as might reasonably be required to ensure the smooth delivery of the ICT Service.
- as directed by the IT Manager, support and contribute to the compliance of GDPR by ensuring access to data is controlled and monitored.

Equality, Diversity and Inclusion

- Adhere to the Trust's policies and ensure anti-discriminatory practice in all aspects of the role.
- Leadership responsibility for ensuring compliance with equality legislation.

Safeguarding

- The post-holder will have due regard for safeguarding and promoting the welfare of children and young people and will follow the child protection and safeguarding procedures adopted by Mulberry Schools Trust. Any safeguarding and child protection issues will be acted upon immediately by informing a Designated Child Protection Lead.
- The school as an employer is committed to safeguarding and promoting the welfare of children and young people as its number one priority. This commitment to robust Recruitment, Selection and Induction procedures extends to organisations and services linked to the Trust on its behalf.

Health and Safety

The Health and Safety at Work Act (1974) places duties on all employees:

- To take reasonable care for their own Health and Safety and that of other persons who may be affected by the individual's acts or omissions at work.
- To co-operate with management to enable them to carry out their duties and comply with all relevant Health and Safety legislation.
- Not intentionally nor recklessly to interfere with or misuse anything provided in the interests of health, safety or welfare.
- To assist management/leaders in preparing, implementing and updating all relevant risk assessments for their area of responsibility.

This job description is correct at the date of publication and may alter over time as the needs of the Trust change. The included serve only as a summary of the main responsibilities of the post.

Person Specification

Qualifications & Training

- Degree or an advanced equivalent recognised IT/computing qualification and/or industry-recognised technical qualification(s), or equivalent experience in relevant field.
- English and Maths GCSE, at grade C or above.
- Recent, relevant, certificated training (desirable).

Knowledge and Skills

- Highly developed diagnostic and technical troubleshooting skills.
- Significant working knowledge of a range of IT software, hardware, digital technologies and operating systems suited to school use.
- Sound knowledge of Microsoft Server 2022, Microsoft Azure, Microsoft 365, Active Directory, and Network Services.

- Extensive operational experience in managing Hyper-V and VMware ESXI environments.
- Extensive experience of working on deployment systems, SCCM, MDT and Microsoft Intune.
- Working knowledge of relevant legislation, including Health and Safety.
- Working knowledge of FITS/ITIL framework (desirable).
- Minimum 2 years experience of providing 2nd & 3rd line IT support within education/school environment.
- Experience of contributing to or leading ICT projects and/or developments.
- Experience of administering and deploying Apple Macs using JAMF Pro (desirable).
- Experience of inspiring the use of ICT and digital technologies in new contexts (desirable).
- Proven technical skills relating to network management and maintenance, desktop computers and peripherals (PCs, Macs and AV).
- A positive “can-do” attitude.
- Commitment to team work and strong team-work skills.
- Ability to solve problems and to learn and apply new solutions.
- Ability to communicate effectively with, staff, students and other, non-technical, groups and to relate professionally to people at all levels.
- Ability to plan and prioritise own work, to work independently and as a valued member of a team.
- Ability to work on a number of ongoing tasks at any given time and to deal with frequent changes or unexpected delays.
- Ability to work within agreed service level agreements and frameworks and to keep accurate records.
- Commitment to the protection and safeguarding of children and young people.

Personal qualities

- Ability to relate well to young people and adults and to work constructively in a technical support role within a diverse team.
- Ability to solve problems and to learn and apply new solutions.
- Ability to communicate effectively with staff, students and visiting professionals and to relate professionally to people at all levels.
- Demonstrable commitment to equal opportunities.
- Demonstrable commitment to all MSfG policies, including a commitment to support teaching staff and the senior leadership team in managing the operational processes of the school.

Candidates should demonstrate how they meet these selection criteria in their application form, their supporting statement and the selection interview, including supporting tasks.

How can I apply?

You will need to complete the application form on the online TES application form which includes your letter of application explaining why you are the right candidate for this role. Please be aware that we don't accept any CVs.

Please complete your application directly online via TES. If you have any questions about the role or the process, please get in touch with us at hr@mulberryschoolforgirls.org.

Closing Date: Monday 18th November 2024 @ 9am

Interview Date: TBC

Start Date: ASAP

Applications are evaluated as they come in, and if your application is considered, you will be contacted before the closing date.

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful candidate will require an enhanced DBS clearance. We are dedicated to equality and valuing diversity.

Candidates who are selected for interview will be informed following the shortlisting process and full details of the interview will be provided. If you do not hear from us within 14 days of the closing date of the position, unfortunately, you have been unsuccessful on this occasion.

We will seek references on shortlisted candidates and may approach previous employers for information to verify experience or qualifications before interview. Any relevant issues arising from references will be taken up at interview.

