

Welcome to our Trust

Technical Services Team Administrator - Recruitment Pack

Aspiration Community Empowerment Inclusivity

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Welcome to Anglian Learning



Thank you for your interest in the position of Finance Officer.

Anglian Learning is an ambitious, forward-looking multi-academy trust. Our members share the firm belief that all young people deserve to have access to an excellent education and exciting opportunities, which in turn will help prepare pupils to thrive in their local, national and global communities.

This is reflected in our Core Purpose of Transforming Together to enable inclusive and aspirational learning in every classroom, empower leaders across every academy, and ensure inspiring opportunities and educational success for our learners, people and communities.

Our organisation has been founded on strong collaborative and trusting relationships, where everybody is committed to sharing their successes, but equally open to innovative ideas and alternative perspectives. We also passionately believe that our most valuable resource is our people, and if you apply and are successful in your application, we promise to develop and support you in your career, as well as provide a caring, friendly environment in which to work.

For an informal discussion regarding this role, please contact Stacie Cox, Financial Controller, at scox@anglianlearning.org.

I hope that you find the following information useful. If you wish to make an application for this vacancy, please see the instructions within.

We look forward to hearing from you.



**Jonathan Culpin,
CEO, Anglian Learning**

Our Values:

Aspiration

We are ambitious for ourselves and all those in our community to be the best we can be



Community

We underpin our relationships with a culture of support, respect and trust, recognising we are stronger together



Empowerment

We enable our academies, staff and learners to embrace new ideas and think creatively



Inclusivity

We believe in equality of opportunity, celebrating everyone's differences and supporting learners of all abilities from all backgrounds



About Anglian Learning

Founded in September 2016 of four community-facing secondary schools seeking to share knowledge and provide mutual support, Anglian Learning has grown over the past nine years to be one of the leading school trusts in the region.

Educating more than 11,000 pupils and employing over 1,500 staff across three counties and twenty-two academies, the Trust's mission is to enable inclusive and aspirational learning in every classroom, empower leaders across every academy, and ensure inspiring opportunities and educational success for all of our learners, people and communities.

Alongside this, the Trust remains committed to its heritage which is rooted in local communities and several of our schools provide adult learning opportunities and support for local groups and societies. We also operate our own sports centers under the banner of Anglian Leisure. Local, high quality and representative governance of schools is a key aspect of our leadership structure and we are recent winners of the NGA National Outstanding Governance Award as a reflection of this commitment.



In addition to our commitment to celebrating our community ethos, we believe strongly in empowerment: of pupils, our people and, crucially, our leaders. As recent research has reiterated, Headteachers and Principals are incredibly influential in the success of schools and of their learners. The role of the Trust is therefore to provide the environment in which our leaders can grow, develop and flourish in their role. Our shared services team provides extensive, expert and rapid advice and support in Human Resources, Finance, ICT, Estates and Operations. Therefore, our school leaders have the space and focus to drive school improvement in the curriculum, teaching, behaviour and in establishing the healthy culture and ethos that underpins this.

Educating more than

11,000

pupils

Employing over

1,500

members of staff

3

counties

22

academies

Technical Services Team

The Technical Services Team at Anglian Learning is centralised in structure and operates in geographically distributed fashion with teams based across the secondary schools of the Trust.

The purpose of the Anglian Learning Technical Services Team is to:

- Support students, staff and governors in their use of ICT.
- Design, implement, manage and administer central systems.
- Develop new facilities to enhance existing systems or provide a solution to a need.
- Advise Trust and school leadership teams on new developments in technology that could enhance student learning, the work of teachers and the administrative and community focused functions of the organisation.
- Maintain the highest standards of ethical, moral and legal practice in all aspects of its work.

A group of several Trust ICT Managers are each responsible for a cluster of schools and take on specialisms in certain technical areas to laterally lead across the team. Together with some Assistant Trust ICT Managers, Director of ICT and Deputy Head of ICT, they form the Technical Services Leadership Team. TSLT are embedded within school communities, liaise closely with school leaders, set policies and define the strategic technical direction of the organisation.

Senior ICT Technicians take on a 2nd line role and together with the ICT Technicians and Junior ICT Technicians primarily focus on the critical work of user support, but also have a variety of opportunities available for professional development. The team are fortunate to also have a Technical Services Administrator who provides support across a range of administrative functions, including coordinating regular recharges, overseeing the website portfolio, supporting user on-boarding and providing capacity on the Helpdesk.

The team close around 15000 user tickets each year and supports a wide variety of end user technologies from Apple, Google and Microsoft, with M365 forming the basis of the Trust's communications strategy. Keeping a concise but flexible portfolio of central services, the team also develops systems internally, where appropriate, including the Trust's own Visitor Management System, User Provisioning services and Single Central Record reporting tool.

Prospective Technical Services colleagues can expect to join a dynamic, friendly, forward-thinking team who are committed to providing the very best experience they can to the students, staff and communities users that utilise ICT across the Trust's 22 school schools.

Working for Anglian Learning

One of our core principles is that we constantly strive to build a healthy organisational culture, central to which is making sure we are a learning community where everyone can achieve their potential. We create a strong sense of belonging and a place where staff feel appreciated and fairly rewarded for the work they do. We are a flexible employer that supports colleagues to balance their lives and recognises how staff give back to our young people.

Staff survey

Our most recent staff survey indicated that a high proportion of staff:

- Feel as though they belong within Anglian Learning
- Agree that they are provided with relevant opportunities for professional development
- Feel that there is a positive culture of psychological safety within their school
- Have high levels of job satisfaction and happiness at work
- Would recommend our organisation as a great place to work
- Almost all staff who responded to the survey feel part of a team within their school and can rely on colleagues for support when needed.

Joining Anglian Learning comes with a myriad of benefits, fostering both personal and professional growth. Our coaching and mentoring programmes are designed to offer tailored support that enhances your skills and career development. For further information about the opportunities available for this role please contact Richard Mayer, Director of ICT, on rmayer@anglianlearning.org.

Benefits

Other benefits and support available to all Trust employees include:



Career Average
Revalued Earnings
Pension Scheme
(CARE)



Cycle to Work Salary
Sacrifice Scheme



Free membership to all
Anglian Learning Sports
Centres



20% discount on
Anglian Learning Adult
Education Courses



Professional Development
Scheme Policy



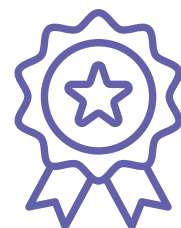
Employee Assistance
Programme



Specsavers VDU Vouchers



Boots Flu Vouchers



Perkbox – a benefit, reward and
recognition platform offering a
wide range of discounts on high
street and online shopping

Role Summary

The Technical Services Team Administrator plays a vital role in delivering an efficient, professional, and people-focused ICT service across Anglian Learning's Trust-wide projects.

Reporting to the cluster's Deputy Head of ICT, the Technical Service Administrator will provide high quality administrative support to the Anglian Learning Technical Services Team. This role will be responsible for a variety of administrative tasks, covering Finance, our HR and Payroll system, and Systems and User administration. You will be a member of the Technical Services team, who will provide ICT support to all schools within Anglian Learning and the Shared Services Team. This is a fantastic opportunity for an organised administrator, who can work efficiently and with a systematic approach.

This is a Maternity Cover contract from 01 March 2026 to 31 March 2027.

This is a really exciting time to join the Anglian Learning Technical Services Team as this centralised service develops and strives to deliver an excellent experience of technology to its school communities.

Job Description

Technical Services Team Administrator



SALARY:	Scale 4 pt 7-11 (£26,403 - 28,142pa)
HOURS:	Full time 37 hours per week/ 52 Weeks per year. Part-time applications will be considered. There may be a need to work a flexible pattern to meet the demands of the role.
PENSION:	LGPS Pension Scheme
ANNUAL LEAVE:	Starts at 25 days plus Bank Holidays, more for those with local government continuous service.
DISCLOSURE LEVEL:	Enhanced DBS
LOCATION:	The post holder will be based at a site suitable for their role and will be expected to work across the Trust and to travel between sites, as required. Hybrid working with minimum 2 days in office per week during term time, with more flexibility during school holidays
RESPONSIBLE TO:	Deputy Head of ICT

MAIN RESPONSIBILITIES

Systems and User Administration

- Manage system user access, including the HR system and other centralised systems
- Support in the input of personnel photographs
- Print and encode staff ID cards
- Support the record keeping within the Technical Services Asset Management system

Websites

- Support schools in the implementation of the Trust Wordpress template
- Support schools with the loading of Wordpress content, as required
- Undertake Quality Assurance activities in relation to new and existing websites
- Monitor WCAG compliance and take action to remediate instances of non-compliance
- Loading of content into the Trust's Sharepoint site, known as "Connect"

Telephony

- Support the Finance Team in the processing of monthly phone cost recharges
- Administrate the Trust's mobile phone account estate
- Manage Teams Phone auto-attendant holiday management

Technical Support and Cloud Services

- Coordinate all-staff out of office messages over holiday periods for schools
- Coordinate and run Compliance Searches, as needed, for DSAR, FOI and other disclosure requests
- Undertake ad hoc group management activities in Active Directory and other platforms
- Manage user access to centralised cloud systems extraneous to Microsoft SSO
- Support in the administration of the Cyber Security User Awareness programme
- Support the triage of ICT Helpdesk tickets, actioning directly or escalating, as required
- Provide administrative support to the Director of ICT and other members of the Technical Services Leadership Team
- Support Finance Teams with Papercut print budget management

Job Description

Technical Services Team Administrator



HR and Payroll System

- Assign and manage user access including offboarding of leavers
- Liaise with 3rd party support and internal stakeholders to co-ordinate updates and patches
- Liaise with 3rd party support and internal stakeholders to arrange database copies to be made available in non-live environments
- Communicate scheduled system downtime with users
- Triage system queries and associated logs and fixes where these are of a technical nature e.g. allow-listing of IP addresses escalating to other Technical Services Team members as appropriate, using the Service Cloud Portal as appropriate
- Liaise and manage clearance of audit process, message, batch, correspondence and other logs in conjunction with HR Systems and Reporting Administrator

Finance, Asset and Project Administration

- Raising Purchase Orders on behalf of Technical Services Leadership Team
- Entering data into the Technical Services Asset Register
- Coordinating school recharges for established centralised projects
- To support in the administrative aspects of projects including coordinating contractor works
- Minute taking for Technical Services Leadership Team meetings

General Responsibilities

- To ensure that high standards of professional behaviour, performance and customer care are achieved
- To visit schools within the Trust as and when required to fulfil the duties of the post
- To maintain own professional development and to participate and actively take part in the appraisal process of the Trust
- To work closely with School Leadership Teams, as required within the role
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace
- To comply with the Trust's Data Protection, ICT, Safeguarding and all other organisational policies and procedures
- Other duties and responsibilities, express and implied, which arise from the nature and character of the role and are commensurate with the grade of the post

Qualifications, Training and Personal Attributes

Essential:

- Educated to GCSE level (or equivalent qualifications / experience) with a good standard of general education.

Requirements

Experience & Knowledge

Essential:

- Experienced administrator, able to work efficiently and with a systematic approach to work
- Use of email, telephone and online conferencing to respond to queries in a timely manner
- Supporting colleagues to adhere to procedures and regulations Proficiency in Microsoft 365 Word processing and Excel Spreadsheets.
- Fluent use of email and Microsoft Teams for conferencing, file management and conferencing.

Other requirements

- Highest levels of integrity and probity and a commitment to highest levels of effort, endeavour and focus on standards.
- Openness combined with commitment to good governance
- A commitment to safeguarding and promoting the welfare of children and young people
- Be able to travel regularly between Anglian Learning sites
- Flexibility and a willingness to work outside normal working hours when required to meet the requirements of the Trust
- Ability to prioritise and manage time effectively using initiative and problem-solving skills as required
- Energy and enthusiasm for the role and delivering a service that strives for excellence.

Desirable:

- Experience of using service management portals
- Experience in large, multi-site organisations
- Supporting a multi-site organisation
- Use of Helpdesk systems
- Experience of working within ICT administration
- Knowledge of Data Protection issues and protocols

Person Specification

Technical Services Team Administrator

Requirements

- Commitment to personal and professional development
- Be a team player with the ability to work as a team as well as independently
- The ability to establish effective working relationships at all levels within an organisation and external to an organisation
- Resilient and able to meet deadlines
- Ability to prioritise multiple tasks and keep abreast of changing schedules and developments
- Enthusiastic, highly motivated with an enquiring mind and passion for excellence
- An eye for detail and ability to keep records accurately

How to Apply

Dates

CLOSING DATE:	Sunday 25 January 2026
INTERVIEW DATE:	TBC
START DATE:	As soon as possible (subject to safeguarding checks)

*We reserve the right to close this advert prior to the publicised closing date if we receive a high volume of suitable applications. Applications will be reviewed as received so please apply early to avoid disappointment!

If you are passionate about ICT or Admin, and meet the person specification, we invite you to apply for this exciting opportunity via <https://anglianlearning.org/join-anglian-learning/vacancies/>

To find out even more, have an informal discussion or arrange a visit to the Trust, please contact Richard Mayer, Director of ICT, at rmayer@anglianlearning.org.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. Therefore, all posts within the Trust are subject to robust pre-employment checks including but not limited to an enhanced Disclosure and Barring Service check

This job does not entail work that would be considered regulated activity. This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR, Safeguarding and Recruitment can be found on our website: www.anglianlearning.org.

We value diversity and welcome applications from all, including those with protected characteristics under the Equality Act. Should you require reasonable adjustments to support your participation in an Anglian Learning recruitment campaign please do not hesitate to get in contact as we are happy to discuss your requirements.'

Flexible working, including part-time hours and job shares, will be considered for all Anglian Learning roles with the exception of where this is not compatible with the business needs. Should you be interested in flexible working please indicate this on your application.

Privacy Notice for Job Applicants - <https://anglianlearning.org/information/data-protection-policies/>

Please note where photo(s) of pupils are attached they were used under the legal ground of consent, for the purpose of preparing publications that promote the schools.



Get in touch

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