



Girls' Learning Trust

GLT
IT Support Manager
(interim 12 months)

Application Pack

September 2021

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Letter from the DFO

September 2021

Dear Candidate,

Thank you for your interest in the position of interim IT Support Manager for the Girls' Learning Trust, based at Carshalton High School for Girls.

We are seeking to appoint an enthusiastic and experienced individual who will bring expertise and drive to our IT Support Department, whilst working as part of a centralised team and supporting the next exciting phase of our growth. The successful candidate will be positive and energetic, ideally with past experience in a similar role. This is a one year, fixed term contract.

The Girls' Learning Trust ('GLT') was formed on 1 September 2015 and was originally called the Nonsuch and Wallington Education Trust. At first, there were two schools: Nonsuch High School for Girls and Wallington High School for Girls. Then, in April 2018, Carshalton High School for Girls joined the Trust. All three schools are high performing, successful schools located in the London Borough of Sutton.

GLT is a trust that delivers a first class education to young women. Our priority is girls' education and we are the only all-girls multi-academy trust in the UK. In order to achieve our aims we require colleagues who share our enthusiasm for education.

Our website pages seek to provide a clear picture of our vision and aspirations for the future. However, please do not hesitate to contact us to seek further information.

We very much look forward to receiving your application.

Sincerely

Helen Latham
Director of Finance & Operations

Trust Overview

Strategic Aims

The Trust was formed in September 2015 and initially consisted of two schools: Nonsuch High School for Girls and Wallington High School for Girls. In April 2018, Carshalton High School for Girls joined and further strengthened our Trust. All three schools are located within the London Borough of Sutton and are within easy reach of each other.

With around 4,000 students, 400 staff and a highly effective operating model, GLT gives member schools the financial and operational strength to drive school improvement and provides increased opportunities for students and staff across the Trust. We currently aim to be a 5 school multi-academy trust by the end of 2020, retaining the all-girls identity and operating within the London and South East region.

Core Purpose

GLT exists as an all-girls trust that delivers a first class education to young women ensuring that they realise their full potential and are well prepared for their future.

This is achieved through:

- Delivering excellent standards of teaching and learning consistently across the Trust based on the setting of high expectations for all and an evaluative approach to improving performance that secures strong outcomes for all our students.
- Developing strong collaboration across the Trust ensuring each school is a giver and receiver of support where needed.
- Ensuring effective professional development and career progression opportunities across the Trust in order to recruit and retain excellent staff.
- Delivering effective pastoral provision to all our students ensuring they are supported, developed and well cared for during their time in the Trust.
- Developing a strong understanding of how best girls learn, develop and thrive and using this to underpin our approach to education across the Trust.
- Promoting and developing high aspirations for our young women allowing them to become the successful female leaders of the future.
- Creating an exciting, challenging and creative curriculum across the Trust, both inside and outside of the classroom, to allow all students to realise their full potential.
- Securing a financially viable Trust through strategic financial management and by working collaboratively to secure financial efficiencies.
- Communicating effectively with and valuing all of our stakeholders realising the important role they play in the Trust.

For more information on the Trust please follow the link below:

www.nonsuchschool.org/321/welcome-from-the-ceo

Our Schools

All three schools in the Trust (Carshalton, Nonsuch and Wallington High School for Girls) share many common characteristics and are held in high regard in the local community. They are high performing, deliver a broad, balanced and challenging curriculum, and set high expectations. Students across the Trust benefit from being taught by highly qualified, dedicated and committed staff who share their passion and knowledge of their subject.

Although the Trust plays an important role in each school, the GLT model ensures that each school retains its own unique identity, which can be seen when visiting the schools or looking at the school websites (see below).

More information on the schools in our Trust can be found here:



Carshalton High School for Girls

Headteacher: Mr. Maurice Devenney

Students: Approximately 1,350 students

Address: West Street, Carshalton SM5 2QX

Website: <http://www.chsg.org.uk/>



Nonsuch High School for Girls

Headteacher: Ms. Amy Cavilla

Students: Approximately 1,350 students

Address: Ewell Road, Cheam SM3 8AB

Website: <http://www.nonsuchschool.org/>



Wallington High School for Girls

Headteacher: Mr. Richard Booth

Students: Approximately 1,450 students

Address: Woodcote Road, Wallington SM6 0PH

Website: <http://www.wallingtongirls.org.uk>

Job Description:	GLT IT Support Manager - Interim 12 Month Contract
Location:	Carshalton Based but flexible across the Trust
Line Manager:	GLT Head of IT
Supervisory Responsibility:	GLT IT Technician based at Carshalton
Grade:	S03, Point 32-35 £37,722- £40,869 per annum
Hours:	Full Time AYR (36 hours/ 52 weeks)

Main purposes of the job

1. To ensure that all IT network infrastructure at Carshalton High School for Girls is available at all times and fit-for-purpose.
 2. To support continuous improvement in the Carshalton IT provision, with a specific focus on the roll-out of MS SharePoint & related technology at Carshalton during 2021-22.
 3. To ensure staff and students at Carshalton receive appropriate levels of support & response times utilising the Trust's helpdesk system.
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Main responsibilities and tasks

- 1 To ensure that all IT network infrastructure at Carshalton is available at all times and fit-for-purpose.**
 - To ensure that all IT infrastructure (network, hardware & software) is available at all times.
 - To manage, and update as necessary, the network infrastructure.
 - To manage all staff and student provision, including PC's, Touchscreens & other classroom IT and A/V equipment, specialist recording/sound/digital media equipment, printers and email access.
 - To manage the provision of sound/light/A/V provision in the Hall, working closely with the Leadership Teams (assemblies etc) and Drama/Music (shows).
 - To support licence compliance for all copyright, IT systems and software.
 - To oversee the maintenance of asset registers and inventories. To manage asset disposals appropriately.
 - To source suppliers, obtain quotations, raise purchase orders and manage the delivery of goods and services, as agreed with the Head of IT.
 - To be part of the core, out-of-hours Critical Incident Management Team (CIMT), if called upon.
 - Whilst primarily supporting one school, to develop a deep understanding of the Trust IT Team's work, and to be available to be deployed to another school in the Trust if needed.
 - To manage IT projects and cost reduction initiatives, as agreed with the Head of IT.
- 2 To support continuous improvement in the Carshalton IT provision.**
 - To support the development of the Trust IT Strategy at Carshalton and manage its implementation on site, as agreed with the Head of IT.

- In support of teaching & learning to promote continuous improvement in the Carshalton IT provision. Where applicable, to research and develop the use of new technology in support of teaching & learning.
- To manage the provision of solutions to support SEN students and staff/students with particular special needs.

3 To ensure staff and students receive appropriate levels of support & response times

- To maintain strong professional communications with school staff and manage stakeholder expectations in line with IT Team guidelines.
- To dynamically manage support call priorities by responding to 1st line support calls for stakeholder IT and AV queries.
- To appropriately respond to and communicate about escalated 2nd and 3rd line support calls.
- To organise and supervise external support engineers and equipment repairs as required.
- To manage the set up of presentations (such as assemblies, open evenings, etc) and provide support to the school leadership teams, as required
- To provide network administration services for access, new users and passwords. To ensure that correct access rights are assigned to each authorised user.
- To manage, with colleagues in reprographics, the replenishment of IT consumables including printer cartridges and paper stock, data projector bulbs, storage media and batteries.

General duties

- To be aware of and comply with GLT policies and procedures, including those relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- To undertake similar duties, commensurate with the level of the post and at the discretion of the Line Manager, as the Line Manager shall from time-to-time reasonably require. The Job Description will be subject to periodic reviews to fit in with the needs of the Trust and provide development opportunities as appropriate. It is not a comprehensive set of tasks, but sets out the main expectations of the Trust in relation to the postholder's responsibilities and duties at this time.
- To participate in training, other learning activities and performance development as required.

Key measures of success

1. IT infrastructure is available & fit-for-purpose (24/7).
2. Students and staff receive appropriate levels of support & response times

3. Business continuity/disaster recovery plan in place in the event of any incident/accident/cyber attack
 4. IT costs on budget – cost savings and value for money through effective procurement
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Signatures

Signature of Manager: _____ Date: _____

Signature of Post Holder: _____ Date: _____

Person Specification

GLT IT Support Manager (12 Months)

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Relevant Experience	<ul style="list-style-type: none"> • Experience of assisting in the management of a large Microsoft network • Experience of proactively supporting users, with varying degrees of ability, to a high standard. 	<ul style="list-style-type: none"> • VLAN administration experience • VoIP telephony administration experience • Experience of delivering ICT training • Experience in the education sector • Experience of staff line management 	Application form Interview
Education & Training	<ul style="list-style-type: none"> • Educated to "A" level standard or equivalent. 	<ul style="list-style-type: none"> • Recognised IT training/qualifications • Network infrastructure training • First Aid trained 	Application form Educational certificates
Skills & Abilities	<ul style="list-style-type: none"> • Ability to communicate effectively with both students and staff verbally and in writing. • Ability and willingness to learn new skills and show a commitment towards professional development. • Ability to troubleshoot and resolve general hardware and software related issues. • Ability to use initiative in completing tasks • Ability to work as part of a small team and as an individual 		Application form Interview

Notes to Applicants

Safeguarding

Girls 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. Candidates are expected to demonstrate a sound understanding of leadership of and contribution to a safeguarding environment. The successful candidate will be required to undergo an enhanced DBS with barred list check followed by safeguarding training as part of his/her induction

Data Protection

As part of our recruitment process, Girls' Learning Trust collects and processes personal data relating to job applicants. The Trust is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information about this and to read our Data Protection and Freedom of Information Policy, please visit our school website:

<http://www.wallingtongirls.org.uk/Policies>

We hope that after reading the information pack you will want to apply for the post advertised.

Application Process

Please visit our website – Vacancies and download the **Application Form**

<https://www.chsg.org.uk/page/?title=Support+Staff+Posts&pid=491>

In the Application Form you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples in the Statement of Suitability section of the Application Form to support your application.

The completed Application Form should be submitted to Natasha Geoffrey, Trust HR Manager at ngeoffrey@girlslearningtrust.org

Closing date: 30th September 2021

Applications must be received by and no later than **Thursday, 30th September at 12 noon** (*early applications welcome*). Applications received after this time will not be included. Shortlisting will be finalised and shortlisted candidates notified on as soon as possible. We regret that due to the volume of interest, we will not be contacting unsuccessful candidates.

We reserve the right to close early should the right candidate be found.

Interviews

Shortlisted candidates will be invited for interview, dates and times are to be confirmed. The interview process will consist of practical tests related to the Person Specification, alongside a formal interview(s).



For your convenience our specimen contracts can be viewed on the vacancy page of the schools' websites

Notification & Feedback

Candidates that have taken part in interviews will be notified as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached.

Additional Information

If you would like further information, please email:

Peter Creaser

GLT Head of IT

Email: pcreaser@girlslearningtrust.org