

**Part A - Grade & Structure Information**

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| **Job Family Code** | **8RT** | **Role Title** | **ICT Service Support Leader** |
| **Grade** | **P8** | **Reports to (role title)** | **ICT Operations Manager** |
| **JE Band** | **269-313** | **School** | **The Howard Partnership Trust** |
| **Date Role Profile created** | **March 2020** |
| **Part B - Job Family Description**  The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis. | | | |
| **Role Purpose**  including key outputs | | Directly responsible to the ICT Operations Manager.  Directly responsible for ICT Senior and Support Engineers and Apprentices.  To lead and oversea the work of the members of the ICT Operations Team ensuring the effective and efficient operation of school ICT support across the partnership including hardware, software and housekeeping to ensure the smooth running of the service.  To liaise closely with head of school, and colleagues across the partnership to ensure the ICT support team actively supports ICT across the curriculum.  Manage the service desk and ensure requests are resolved in a timely manner within the defined KPI’s set across the team. | |
| **THPT Work Context and Generic Responsibilities** | | Maintain confidentiality in and outside of the workplace.  Be pro-active in matters relating to health and safety and report accidents as required.  Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance.  Uphold and support the School’s Policies and procedures on the Safeguarding of young people. | |
| **Line management responsibility**  if applicable | | May manage a team. | |
| **Budget responsibility**  if applicable | | No | |
| **Representative Accountabilities** Typical accountabilities in roles at this level in this job family | | **Planning & Organising**  • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery.  • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.  • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency.  • Respond effectively to changing demands, adjusting priorities as needed.  **Policy and Compliance**  • Ensure personal and where appropriate team compliance with established protocols, procedures and practices.  • Audit and monitor compliance of 3 parties with organisational requirements.  **People & partnerships**  • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery.  • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.  **Resources**  • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles)  • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures.  **Analysis, Reporting & Documentation**  • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and  recommending actions as appropriate.  **Duties for all**  Values: To uphold the values and behaviours of the organisation.  Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.  To have regard to and comply with safeguarding policy and procedure as appropriate. | |
| **Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics** | | * Ability to motivate, coach and mentor team members * Good knowledge of Microsoft operating systems including Windows 10 * Working knowledge of common user applications such as Microsoft Office, Adobe Reader, browsers etc. * Good knowledge of end user devices including PCs, laptops, iPads, tablets and mobile phones. * Knowledge of Educational tools and software is desirable * Basic knowledge of Mac OS is desirable. * Basic knowledge of networking, servers and virtual servers * Ability to prioritise and work to SLAs * Understanding of impact of Health & Safety and Data Protection legislation in the context of ICT systems desirable * Willingness and adaptability in tackling the variety of tasks arising in a school environment * Act in a professional manner * Able to work and communicate with staff and students * Willingness to learn new skills * Ability to use your initiative and work as part of a team * Ability to be accurate and methodical * Strong troubleshooting   • Educated to ‘A’ level, HND standard, or equivalent or able to evidence ability at an equivalent level.  • May require a qualification relevant to the specific nature of the role.  • Knowledge of relevant legislation, practices and policies applicable to specialist area.  • For some roles a relevant degree may be required.  • Excellent IT skills, including MS Office and database management systems.  • Ability to undertake technical work relevant to the role.  • Excellent written and oral communication skills with the ability to build sound relationships with customers.  • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.  • Previous experience processing, analysing and reporting data.  • Previous practical experience in a relevant field.  • Ability to manage a range of projects through to completion.  • Effective interpersonal, influencing and negotiation skills.  • Experience of leading a team (where appropriate). | |
| **Details of the specific qualifications and/or experience if required for the role in line**  **with the above description** | | The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).  THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | |
| **Role Summary** | | Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management. | |

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