



GREENSHAW
LEARNING TRUST

**Regional IT Manager
Plymouth Region
Recruitment Pack**



GREENSHAW LEARNING TRUST



Introduction

Dear Candidate,

Thank you for your interest in the new role Regional IT Manager (Plymouth Region) for the Greenshaw Learning Trust.

The Greenshaw Learning Trust is a forward thinking, dynamic and growing organisation. Ambitious for its schools and their students, we are committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future. This is an exciting time for us as we grow and develop.

The Greenshaw Learning Trust is a successful multi academy trust and currently comprises of twenty schools: five in South London, three schools in Bracknell Forest, one school in Surrey, eight schools in the South West and three in Plymouth. We are continuing to grow and have further schools joining us in the near future including two new free schools (a secondary and special school), a large primary in South London and a further secondary school in Plymouth.

All schools are supported by the Shared Services team. The successful candidate will become an integral member of the Shared Services team.

Our website provides further information relating to our vision, achievements and the structure of our Trust and the Shared Services Team, please visit www.Greenshawlearningtrust.co.uk; however, please do not hesitate to contact us for further information.

We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities, values and experiences support and reflect ours and we look forward to receiving your application. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief or race.

Yours sincerely

Richard Hatch
Head of IT
Greenshaw Learning Trust



GREENSHAW LEARNING TRUST



Greenshaw Learning Trust – Always Learning

The Greenshaw Learning Trust is a successful multi academy trust that provides high quality comprehensive, non-selective and inclusive education. The Trust is committed to meeting the needs of every student and our schools offer a broad curriculum and wide range of special needs provision in a welcoming and challenging environment.

We are extremely proud of our success, but we are not complacent. We believe that we can – as an academy trust, as schools and as individuals – always improve.

Each school in the Greenshaw Learning Trust is led by its own leadership team and a local governing body, who have the support of the wider Trust to help them achieve their objectives for their school. Being part of the Trust provides our schools with an effective structure to ensure that they achieve real benefits from collaboration and receive the support that they need. Our culture of trust and openness fosters mutual support and continual improvement.

School-to-school collaboration is enabled by regular contact between school leaders and joint training and development, supplemented by a shared service team of specialist pedagogical and support service experts. Our shared services provide a wide range of effective, rapid and flexible support, advice and guidance to our schools, including curriculum support, staff training and development, admissions, attendance, behavior, safeguarding and SEND, family liaison, therapies, data management, estates and facilities, finance, HR, catering, and governance.

From its establishment in 2014, the Trust has grown significantly and currently employs around 2,150 people and educates over 14,000 students. We have approval to open a new secondary school and secondary special school in South London and we are planning to grow further over the coming months and years.

The Greenshaw Learning Trust Mission Statement

We are ambitious for our schools and their students. We believe that there is no ceiling on what can be achieved by anyone, regardless of their circumstances or background.

We are committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future.

We seek to realise the power of individuals and organisations working together in collaboration whilst retaining their individuality, and we recognise that we can always improve.



GREENSHAW LEARNING TRUST



Terms and Conditions

Line Managed by: Head of IT

Line Management: School IT Managers Plymouth Region

Contract: Permanent

Salary: Salary calculated in line with NJC pay scale, Points 33-40 (£36,922-£43,857)
(Salary will be determined subject to experience and qualifications)

Hours of Work: 36 hours per week, full time all year round

Place of Work: The successful post holder can be based in the Plymouth region, however, travel to other GLT locations may be required on occasion. The role allows for flexibility, including the ability to work from home.

Medical Examination: The appointment is subject to a satisfactory medical report.

Superannuation: Under the Social Security Act 1986 the post holder has the right to make their own pension arrangements. They may choose to contribute to the Local Government Pension Scheme or a Personal Pension Scheme. Details of the Local Government Pension Scheme are available at: <https://www.lgpsmember.org>

Holiday Entitlement: The annual holiday entitlement is 25 days plus 2 extra-statutory days.

Probation Period: New employees are required to complete a six-month probationary period

Disclosure & Barring Service Check: This appointment is subject to the receipt of a satisfactory enhanced Disclosure and Barring Service check.

Right to Work Check: This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations may be required in accordance with the statutory guidance.

Safeguarding: Greenshaw Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS and barred list check.



GREENSHAW LEARNING TRUST



Greenshaw Learning Trust Employee Benefits

The Greenshaw Learning Trust recognises that our employees are our most important asset, and we are aware that the quality and commitment of our employees is critical to our success. We offer all our employees the following staff benefits:

- A supportive ethos and concern for the well-being of all colleagues.
- Excellent CPD opportunities and career progression.
- Employer Contributions to Local Government Pension Scheme.
- Cycle to work scheme.
- Gym membership scheme.
- Employee Assistance Programme.
- Eye Care Voucher scheme.
- Childcare Voucher Scheme
- Car Benefit Scheme
- My Health discounts



Main responsibilities and duties

The Regional IT Manager is to work closely alongside the Head of IT, supporting them in developing and delivering the Trust's IT strategy to the schools within the Plymouth Region, recognising the multi-site nature of the organisation and working to simplify this, including consideration of cloud-based solutions.

Job Description

The main areas of responsibility include:

- Providing inspirational leadership of the GLT IT Team within the Plymouth Region, supporting its schools to deliver outstanding teaching and learning opportunities to its children.
- Providing line management to IT Managers for the schools within the region.
- Working with the Head of IT to ensure the strategic development of IT capacity is coordinated with, and supports the schools, and is in line with the Trusts wider strategic vision and plans.
- Provide comprehensive technical understanding of networks, cloud and on-premises technologies, to effectively support, lead and coordinate the response of your team and ensure the smooth running of the school IT networks.
- Maintain the safety and security of the school IT Networks at all times, keeping Cyber Security at the forefront of everything that is done.
- Working with the Head of IT on procurement, managing supplier relationships and ensuring value for money for all schools.
- Delivering outstanding, proactive and accessible IT support to all users.

Leadership

- To support the Head of IT in implementing the GLT IT Vision, Strategy, and Business Plan, to reflect the IT requirements needed to support the Headteachers in the delivery of the educational objectives of the Greenshaw Learning Trust.
- To support the Head of IT in the implementation of Trust IT policies and procedures, conducting audits to ensure compliance across schools within the region.
- Provide expert strategic knowledge and inspirational leadership, training and coaching to the IT staff within your line management structure.
- Manage the IT budgets for the schools within your region, including developing an IT capital expenditure program, and tendering and procuring appropriate IT solutions.
- Meeting with and reporting on the IT service to Head Teachers to include updates on progress against objectives, and budgets.
- Promote the role of Safeguarding within the context of IT in schools, ensuring the IT systems provide a safe and secure experience for all users.



IT Network infrastructure

- Delivery of effective school IT networks that meets the requirements of both the Trust and the individual schools, and maximises cloud-based solutions where possible.
- Ensure compatibility of systems and components across schools, standardising, consolidating and simplifying where possible to support the manageability and maintenance of the system.
- Responsibility for ensuring the network infrastructure is scalable and allows for growth of the schools within your region.
- Continually review technical developments to ensure school IT Networks and systems are kept up to date.
- Supporting the Head of IT in developing appropriate solutions for connectivity that match the current and future requirements of the Trust and the schools within this region.

Resource and Network management

- Maintain the overall performance of the server infrastructure, overseeing diagnostics and the resolution of server hardware and software issues in a timely fashion.
- Proactively monitoring networks and resources to meet the schools needs and reduce the chance of issues occurring.
- Managing the user accounts on their respective network including the use of strong and secure passwords and 2 Step Verification.
- Manage the implementation and use of all IT based software and subscriptions, ensuring that all software is licenced, and subscriptions are only continued if still required.
- Maintaining the schools' wireless networks and ensuring connectivity is available and secure.

System maintenance and development

- Maintain all existing school networks under your line management and minimise operational downtime.
- Support the Head of IT in reviewing KPI's for the schools within the region to aid in the production of Management Information reports against the agreed metrics, for production at both school and trust level.
- Ensure all upgrades and security patches are performed in a timely manner to maintain security and integrity of the network.
- Develop a scheduled maintenance and replacement program and incorporate into the school IT budgets.
- Provide project management support to the IT Manager for the planning, management and delivery of IT projects (e.g. new internet circuits, server / SAN replacements).
- Support in the maintenance of School MIS systems in collaboration with external providers and school data managers.



Contract management

- Build relationships and manage contracts with suppliers ensuring value for money, and efficient and effective service delivery for schools.
- Ensure warranties, guarantees and support SLA's are in place and honoured where appropriate.
- Support the Head of IT to ensure that cost efficiencies are achieved, leveraging the scale of the Trust when implementing new solutions and looking at procurement.
- Ensure that legal and contractual obligations relating to IT resources, software licensing, systems and services are met within the schools.

Security

- Maintain the safety and security of the network at all times through ensuring all servers / equipment are up to date with security patches and firewalls are correctly configured.
- Coordinating a response to any security incidents and maintain log of any breaches, in line with the Trust Data Protection Policy / Cyber Security Procedure.
- Ensure all schools have implemented and are maintaining the use of strong passwords and 2 Step verification.
- Ensure schools are adhering to the GLT Disaster Recovery Plan including full system back-ups and test implementation to ensure the continuity of school IT systems.
- Keep pace with legislation to ensure compliance in all areas including Data Protection in liaison with the Data Protection Officer.
- Implement E-Safety policies and procedures regarding internet use, including maintaining systems that provide digital safeguarding to schools.
- Ensure adherence to the Trust policy on disposal of IT assets.

IT Support

- Manage an efficient and effective IT support helpdesk (Zendesk) to all schools within the region.
- Promote the swift identification and rectification of hardware or software faults.
- Maintain a high standard of communication.
- Maintain oversight of escalated issues.
- Monitor adherence to targets and develop strategies to improve performance.
- Analyse issues and identify trends and long-term solutions.
- Promote self-service and how to guides to assist users.

The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.



Person Specification

Criteria	Essential	Desirable
Training, Qualifications and Experience: On their application form, candidates will demonstrate that they have the following training, qualifications, and school experience:		
	• A relevant professional IT qualification or equivalent • Demonstrable successful experience of working in an IT role. • Experience and knowledge of a range of applications and systems including by not limited to: server virtualisation, cloud technologies, wired and wireless networks. • Experience and knowledge and experience of network security. • Experience and knowledge of Google Workspace (previously G Suite) and it's administration. • Experience and knowledge of backup solutions, backup principles and Disaster Recovery solutions. •	• Experience of managing the IT across more than one site. • A management qualification. • A relevant degree or diploma in ICT or demonstrable experience of working at this level. • Demonstrable experience of leading a team. • Experience of managing a budgets, tendering, procuring and securing value for money.
Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:		
	• Advanced awareness of GDPR and Data Security best practice. • Ability to analyse issues, make informed judgements and take appropriate actions and accept responsibility for results. • Strong communicator with solutions based approach to problem solving. • Be able to communicate clearly, both written and orally. • Ability to work well under pressure. • Understanding of Safeguarding within schools. • A willingness to develop self and others. • Ability to confidently explain ideas, concepts, deliver presentations and training to a range of stakeholders.	• Aware of relevant education sector policies. • Awareness of different levels of ability and confidence of staff and pupils in using IT.



GREENSHAW LEARNING TRUST



Personal Qualities: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following personal qualities:

- A team player
- Self-motivated
- Reliable
- Honest
- Professional
- Supportive

Additional Requirements: In their statement of suitability and during the selection process, candidates will demonstrate that they can meet the following requirements:

- Commitment to travel to trust schools as necessary
- A flexible approach to working hours
- Use of car and current driving license

The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.



The Recruitment Process

1. Application

To apply for a staff vacancy, please register for an online account to complete the application form. Please visit our website www.greenshawlearningtrust.co.uk/join-us/staff-vacancies

The recruitment process is managed via your online account and you will receive regular notifications regarding the progress of your application.

The completed online application form should be accompanied by a personal statement of suitability of no more than 2 sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application.

Applications must be received no later than midday on **Friday 3rd September**. Applications received after this date and time will not be considered.

2. Shortlisting

Shortlisting will be finalised on **Monday 6th September**. Shortlisted applicants will be invited by telephone to attend a formal interview process. Please make sure you have indicated clearly day and evening telephone numbers on which you can be reached. References will be taken up after shortlisting.

3. Interview Process

The interview process will take place as soon as practically possible following the shortlisting process. Applicants will also be asked to undertake a practical test related to the knowledge and abilities in the Person Specification.

Applicants are advised to make a note of these dates.

4. Feedback

Unsuccessful shortlisted applicants will have the opportunity for professional feedback during the week following the interviews.

5. Taking up post

The successful applicant will take up post as soon as possible.

6. Additional information

For further information, please contact the Shared Services HR team via email HRsupport@greenshawlearningtrust.co.uk