



GREENSHAW
LEARNING TRUST

Regional IT Manager
South East & Berkshire
Recruitment Pack





GREENSHAW LEARNING TRUST



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Dear Candidate,

Thank you for your interest in the role of Regional IT Manager for Greenshaw Learning Trust (GLT). The regional IT Manager will be working in collaboration with the Head of IT to ensure all IT development plans are incorporated within the GLT schools and are in line with the Trusts strategic aims, vision and plans.

GLT is a successful multi academy trust and currently comprises twenty-one schools: six in South London, three in Berkshire, one in Surrey, eight in Gloucestershire and South Gloucestershire, and three in Plymouth. We are continuing to grow and have further schools joining us soon including a new special school in Sutton and a secondary school in Plymouth.

GLT schools are supported by the Trust's Shared Services team, consisting of specialists who provide a range of high-quality services to support schools and help them to provide the very best learning environment for their students. We are looking for an experienced, analytical and methodical Regional IT Manager, who can lead and build upon an IT infrastructure which allows information to be simplified and stored in the cloud whilst ensuring all IT networks run smoothly on all GLT sites.

GLT has as its heart effective collaboration and the sharing of the very best practice not only throughout the organisation, but across and with other like-minded educational organisations, further improving the life chances of as many young people as possible.

We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification and whose experiences also place them in a strong position to deliver the challenges set out in the job description. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief, or race.

For further information about our vision, achievements and the structure of our Trust including the Shared Services team, please visit our website at www.greenshawlearningtrust.co.uk.

Yours sincerely

Richard Hatch
Head of IT



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Greenshaw Learning Trust – ‘Always Learning’

The GLT 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. We are all ‘Always Learning’.

Each school in the GLT is led by its own leadership team and a governing body, which 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, collaboration, and support. Our culture of trust and openness fosters mutual support and continual improvement.

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

From its establishment as a multi academy trust in 2014, the Trust has grown significantly and currently employs around 2,400 people and educates over 15,000 students. We have approval to open a new secondary special school in South London and we are planning to grow further over the coming months and years. Further information about our schools can be found [here](#).



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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 Employee Benefits

The GLT 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 or Teachers 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



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Terms and Conditions

Line Managed by: Head of IT

Line Management: School IT Managers, number to be confirmed

Contract: Permanent

Salary: Salary calculated in line with NJC pay scale, Outer London, Points 33-40 (**£38,883 – £45,834**)
(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 postholder will undertake the vast majority of work in nominated GLT schools located across the South East, Berkshire and Surrey region. However, the post holder will also have a base in the Shared Services office currently located in Greenshaw High School, Sutton. Travel to all GLT locations is required on occasion.

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.



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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 nominated 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 nominated 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.



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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.



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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.
- Manage third party contracts with IT service providers such as Cygnet and TSI World to ensure schools are supported effectively.

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 budgets, tendering, procuring and securing value for money. • Experience of managing third party IT Services providers
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.



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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.



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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 **Wednesday 20th April 2022**. Applications received after this date and time will not be considered.

2. Shortlisting

Shortlisting will be finalised on **Thursday 21st April 2022**. Shortlisted applicants will be invited by telephone to attend an interview. 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

Interviews will be held week commencing **Monday 25th April 2022**, and may be held virtually. 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 this date

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 the post as soon as possible.

6. Additional information

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

7. 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.