



### Job Description

JOB TITLE	<b>Digital Learning Apprentice</b>
LOCATION	Portsmouth –TSAT schools (mainly Newbridge Juniors and The Portsmouth Academy). In addition, there will be opportunities to work with schools outside of TSAT via the partnership between Portsmouth City Council and TSfE to improve access to, and the quality of, digital learning throughout the city.
REPORTING TO	Digital Development and Application Officer (Portsmouth based) who reports to the Head of Digital Strategy and Procurement for the MAT.
RESPONSIBLE FOR	No supervisory responsibilities

### Principal Responsibilities/Duties

- 1.1. To support the implementation of software solutions and applications for the benefit of teaching & learning and administration, using the agreed tools and processes, with a particular focus on end-user client devices.
- 1.2. To ensure the asset register is maintained and updated for all end-user mobile client devices.
- 1.3. To ensure that accurate records of ICT maintenance and support requests relating to end-user mobile devices and the associated resolutions, are created and maintained.
- 1.4. To monitor and resolve helpdesk requests related to the usage of features within applications and services and to identify patterns/problems enabling proactive interventions.
- 1.5. To train users on the effective use of software applications.
- 1.6. Maintain an up-to-date knowledge of the applications and services and to advise School staff on how new applications, features and services can be linked to teaching and learning strategies..
- 1.7. To champion and encourage virtual collaboration through the use of cloud-based systems and services.
- 1.8. To maintain confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.
- 1.9. To champion customer values to ensure that you deliver Trusted, Solution focused, Approachable and Timely services.



1.10. To work with the Trust IT Team and other third-party partner's to develop ICT common/best practices and efficiencies.

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.

•

#### Generic Duties relevant to all members of Staff

##### The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You may be asked to work at any of the other academies within the Trust Hub or partner schools and you should expect to travel between sites as required.

##### Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

##### ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust’s Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.



### Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

### Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.

### Equal Opportunities

- To actively promote the Trust's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place, maintaining awareness of and commitment to Equal Opportunity Policies in relation to both employment and service delivery.

### Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.



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.

I understand and agree to the job description of a Trust Hub Lead for Teaching Thinking and Learning

Name:

Signed:

Date: