

BROMLEY
HIGH
SCHOOL



Candidate Brief

E-learning & ICT Operations Manager
Full time - all year round

Required As Soon As Possible



FIDES et OPERA



Introduction

Bromley High School is a selective independent school of 875 girls, occupying a 25 acre parkland site in leafy Bickley, in Kent. Easily accessible by train from central London, it offers space to breathe with the convenience of the city on its doorstep. The school moved to its current site in the early 1980s and enjoys excellent resources for teaching and learning in all curriculum areas including extensive sports facilities.

We aim to ensure that each girl's intellectual potential is challenged and developed by inspirational teachers who have a capacity to develop a love of learning, a spirit of enquiry and an independence of mind.

The school enjoys an excellent reputation. The Junior School was placed 11th nationally in the 2011 KS2 SATs tests. GCSE results are strong (38% A* and 75% A*-A in 2013; in 2014 AS results were 49% A and 77% A-B whilst A2 results were 20% A* and 55% A. Value Added is exceptionally high and the Creative and Performance Arts flourish. The school has a developing reputation for hosting academic conferences and benefits from the rich educational

opportunities offered by its membership of the GDST - a network of leading girls' schools. Pastoral support is excellent and builds confident, resilient and generous spirited young women as they progress through the school. Our girls participate with enthusiasm and commitment in Music, Drama, Sport and an overabundant range of activities - and it is our intention that where girls have interest or talent or enthusiasm, it will be nurtured so that they learn to excel.

The Girls' Day School Trust

The GDST, which has pioneered the education of girls and young women since its foundation in 1872, is the leading network of independent girls' schools in the UK, with approximately 4,000 staff and nearly 20,000 pupils in its 24 schools and two academies throughout England and Wales. About 8% of all the girls in independent education in the UK are at GDST schools. GDST schools are non-denominational, and pupils have always been admitted irrespective of background or beliefs. All but two of the schools educate girls from the age of 3 or 4 to 18.



ICT SUPPORT DEPARTMENT

We operate within a Microsoft Windows environment using Server 2012r2 with Hyper-V virtual servers. Our Windows clients run Windows 7, Office 2010 (2013 from September) and a range of other applications including the Adobe Suite (currently CS4). We also run two Mac Servers with a growing estate of classroom based Macs and Mac Minis. We have a range of client devices including 650 desktops and laptops, plus 150 iPads. All computers in the school are networked. A managed Wi-Fi system is in place giving whole school coverage to devices. The Wi-Fi network includes guest and visitor access. To administrate our estate, amongst the tools we use are Altiris Deployment Solutions, Group Policy, Airwatch MDM and Impero.

The ICT department structure consists of the E-learning & ICT Operations Manager, together with two Senior Technicians and a Technician, all full-time.

Job Description

Role	E-learning & ICT Operations Manager
Job Purpose	- To lead the ICT Services team with a focus on providing excellent service, whilst ensuring good stewardship of the ICT resources. - To support the development, implementation and continual improvement of e-learning, blended learning and new technologies in order to deliver a high quality provision. - To administer, support and promote the School's Virtual Learning Environment (VLE); content, security and associated support systems to meet the needs of the School and its learners. - To be responsible for the management, installation, maintenance, availability and integrity of the School's ICT infrastructure. - To assist in leading and supporting the School's strategic aim to be at the forefront of technology in education. - Project management of ICT projects. - To support and, when requested, train school staff and pupils in the use of technology to support teaching and learning. - Demonstrating strong leadership you will carry out this role pro-actively, innovatively and cost-effectively.
Accountable to	Director of Finance & Operations and Deputy Head Academic (strategic lead)
Accountable for	- The support of the School's e-learning and ICT systems. - Leading and managing technical staff. - Implementing and testing new systems and services to agreed deadlines and defined quality standards. - Delegated budgetary management.
Key responsibilities	- To be responsible for the management of all e-learning and ICT systems within the school. - To provide line management of the ICT Services Team, ensuring that resources are deployed in the most effective way possible to meet the service objectives and targets. - To manage all the school's systems, data network, infrastructure and telecommunications systems (software and hardware) including routine monitoring and maintenance of services, asset management, capacity management, upgrades and replacements. - To promote and positively contribute to the implementation of ICT service management processes. To establish departmental objectives and appropriate Key Performance Indicators (KPIs). To agree and implement a set of appropriate Service Level Agreements (SLAs). To mentor staff in the adoption of ICT service management processes and to monitor compliance. - To assist academic staff in understanding the fundamentals of e-learning and blended learning assisting with the utilisation of interactive technologies such as quizzes, podcasting, screen casting, wikis and mobile learning. - To work closely with the Head of Computer Science to create a long-term development strategy, including hardware/software needs. - Project manage the implementation of new e-learning and ICT systems and where appropriate work with the Trust Central ICT team in implementing new systems and policies.

	• Ensure that project plans are agreed with all key stakeholders and that work proceeds in accordance with agreed timescales, budgets and quality standards. • To keep aware of technology trends in education and technological change. To consider the implications of any advancements on the needs of the school. • To act as the technical authority on the School's systems and contribute to the development of the School's strategy, including new technology and ways of working, e.g. BYOD, iPads, Wi-Fi etc. • Support, train and encourage staff in their use of ICT systems. • To work with the Trust Central ICT team in managing issues escalated to the central ICT team. • To work with and support internal staff in delivering their job purpose where ICT is a key element, i.e. Marketing, Webpage, Information Management etc.. • Ensure all systems are able to support teaching, learning and the administration of the School. • Ensure all systems and processes are secure and documented. • Manage and maintain the backup of the School's electronic data. • Asset management of equipment. • Ensure the School is compliant with ICT licencing requirements. • Ensure the School's ICT systems are protected from security vulnerabilities and processes are in place to manage local and central ICT policy. • Work with 3rd party suppliers in the resolution of ICT faults or the installation of new ICT systems. • In conjunction with the Trust ICT Security and Compliance Manager develop robust disaster recovery platforms and procedures and perform periodic Disaster Recovery (DR) testing. • Travel in support of the duties of the role. • Work flexibly (including out of hours and weekends) as required in support of the duties of the role.
Other requirements	The key responsibilities are not exhaustive and highlight a number of major tasks relevant to the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post. This post and its associated role will be subject to review on an annual basis, or: • As a result of a change in Strategic Management. • As a result of significant changes in operational requirements. • As a result of agreed staff development/career review needs/objectives. • Within six months of appointment.
Review and Amendment	This job description should be seen as enabling rather than restrictive and will be subject to regular review.

Person Specification

Education and Qualifications

MCSA/MCSE or equivalent	Essential
ITIL foundation level	Desirable
Degree level qualification or equivalent	Desirable
Prince 2 or equivalent	Desirable
Apple Computers certification	Desirable

Experience

Experience of working in education	Desirable
A strong IT technical background	Essential
Proven experience of server and network infrastructure, including virtualisation	Essential
Proven experience in the design of ICT systems	Essential
Experience of managing 3 rd party service providers	Essential
Experience of diagnosing and resolving technical errors	Essential
Experience of implementing technical solutions	Essential
Expert understanding of ICT hardware and software	Essential
Experience of implementing Apple Computer technology in an education environment	Essential
Experience of project management	Desirable
Experience of managing large scale iOS deployments	Desirable
Experience of Mobile Device Management	Desirable

Skills and abilities

Creative and proactive	Essential
Excellent interpersonal and communications skills	Essential
The ability to relate well to people on all levels	Essential
Able to remain calm under pressure and work to tight deadlines	Essential
Personal integrity, honesty, energy, stamina, enthusiasm, dedication, with a sense of humour and a sense of proportion	Essential
Attention to detail	Essential
First class organisational and administrative skills	Essential
Strong verbal reasoning ability	Essential
Strong finisher and self-motivated	Essential
Good analytical skills	Essential
Committed to personal development and lifelong learning	Essential

Knowledge

Understanding of Apple technology	Essential
Microsoft Windows Operating Systems	Essential
Microsoft Server Operating systems	Essential
Strong hardware knowledge	Essential
Strong understanding of software applications	Essential
Understanding of the latest trends in ICT in education	Essential
In-depth understanding of Apple Server and iOS technologies	Desirable
Understanding of Mobile Device Management	Desirable
Understanding of SIMS	Desirable

Other

Able to work on own initiative	Essential
Ability to search for solutions to sometimes complex problems	Essential

General Requirements

All school staff are expected to:

Work towards and support the school vision and the objectives of the School Development Plan. Support and contribute to the school's responsibility for safeguarding pupils. Observe the school's Health and Safety policy to ensure a safe working environment for staff, pupils and visitors. Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.

Maintain high standards of attendance, punctuality, appearance, and conduct and positive, courteous relations with pupils, parents and colleagues.

Engage actively in the performance review process. Adhere to policies as set out in GDST Council Regulations, Oracle and GDST circulars.

Undertake other appropriate duties as directed by the Headmistress.

Remuneration

The salary will be between £40,000 to £50,000, depending on skills and experience.

This is an all year round post, 36 hours per week, 52 weeks per year with 30 days holiday.

How to apply

Applications must be received by:
9 am on Monday 8th June 2015

Interviews will take place on the:
Thursday 18th June 2015

Please apply sending a covering letter and completed application form to bhs@bro.gdst.net.

CVs are welcomed but they must accompany a fully completed application form.

Candidates who are invited to interview will be required to bring an original identification document (e.g. passport) and if applicable proof of eligibility to work/reside in the UK as well as documents confirming educational and professional qualifications.

Bromley High School and the GDST are committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

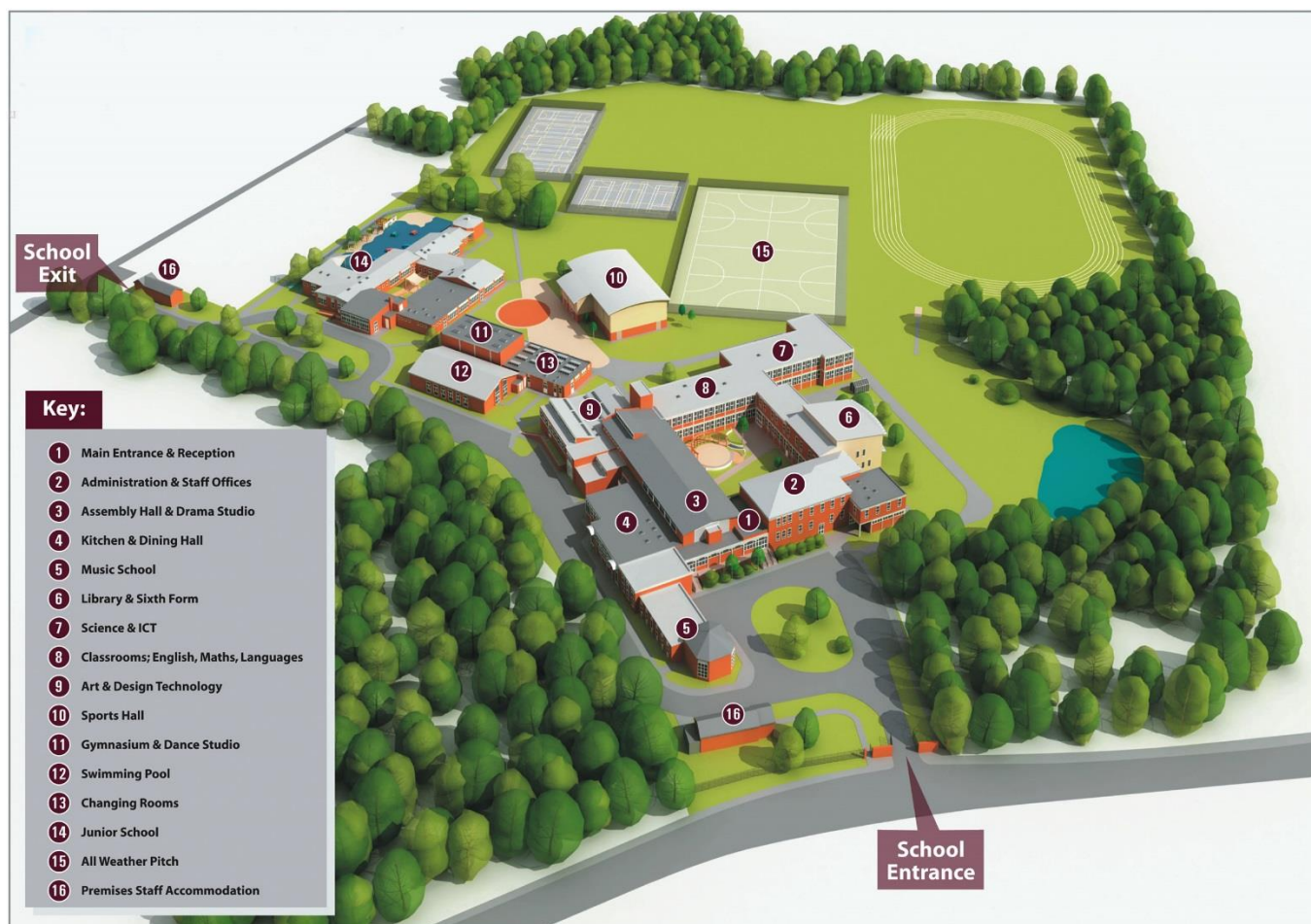
Additional information

Any candidate wishing to seek additional information should contact:

Kurt Ringmo, Director of Finance & Operations

Email: k.ringmo@bro.gdst.net

Tel: 020 8781 7000



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