



Oakwood Learning Community Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff, other workers and volunteers to share this commitment.

Job Description: IT - Deputy Service Manager
Home Base: Primarily based at Oakwood High School but required to work at any Trust site as directed
Reporting to: Service Manager: IT
Salary: £23,166 to £25694
Status: Full time, permanent post, all year, Band G

Purpose of the Role

The purpose of the role is to provide high quality technical support for staff and pupils. The Deputy Service Manager will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. This role includes management responsibility for delivering and maintaining an **outstanding** and **robust IT Service** across the School and Trust and deputising for the Service Manager; IT.

Principle Accountabilities

Both technical, service and management accountabilities will be assigned via a service delivery plan and these will be assessed annually via the appraisal procedures of the Trust. The post holder will deputise for the IT Service Manager and will take day to day responsibility for the management and development of the team which includes prioritising workload, implementing IT service standards and developing systems and processes. The Deputy Service Manager will ensure that all services are efficient, effective, reliable, fit for purpose and can adapt to changing circumstances.

All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all.

1. ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

1.1	Ensure that all systems and infrastructure are operational and stable to meet needs.
1.2	Provide escalated support to technicians as well as staff and pupils.
1.3	Co-ordinate the IT Helpdesk; prioritising requests, monitoring outcomes, generating procedure, guidance, FAQ's and training documentation of requests to support the work of technicians, staff and pupils.
1.4	Co-ordinate (Develop, implement and monitor) a maintenance plan for the IT infrastructure and systems that is clearly documented and auditable.
1.5	Manage and maintain all aspects of the school/trust's IT Systems and network technologies including but not limited to Windows, HP Aruba, IBM, VMware, SQL, AD, SAN, AV, VI, Firewall, Gateway, iOS, Android, Cloud, ensuring that they are useable, upgrades and replacements are identified and carried out with minimal disruption and that the availability, continuity, and security of data and IT services are maintained.
1.6	Generate and present regular progress reports to highlight potential issues and solutions that secure system and infrastructure maintenance.
1.7	Responsible for some aspects of IT purchases, maintenance, assets and licensing

	ensuring deployment, installation, security, upgrading and routine maintenance, including physical checks
1.8	Responsible for ensuring the provision of technical support for the school / trusts key systems/MIS in particular SIMs.
1.9	Work with the IT Service Manager to ensure sound policy and practice in relation to Systems, Data Security, Backup and Disaster Recovery to ensure the integrity and robustness of the school / trust's computer systems and data.
1.10	Implement solutions for the effective and secure deployment of applications and services across the network.
1.11	Assist the IT Service Manager to manage all aspects of the Trusts electronic communications (Web, internet, phone system, email etc), including all connectivity issues, security and firewalls, filtering, gateways, remote access and browsing.
1.12	Manage IT projects involving the selection, development and implementation of IT and web based systems to enable the school / trust to improve its existing facilities and achieve the key educational and administrative goals in line with the IT Development Plan.
1.13	Prepare business cases for investments and provide advice relating to project costs, timeframes, resource requirements, and options etc without use of technical jargon and with a level of detail appropriate to the audience.

2. DEPUTY SERVICE MANAGER - GENERIC DUTIES AND RESPONSIBILITIES

2.1	Provide the IT Service Manager and other senior staff with an analysis of the needs of the school / trust from an operational and strategic perspective, and determine future requirements.
2.2	Contribute to the determination of specific goals and the development of detailed plans for the accomplishment of these goals.
2.3	When deputising for the IT Service Manager; lead, manage and direct the team; taking operational responsibility for deploying them effectively to meet the demands of the school / trust. Ensure that the team develop their skills and knowledge both individually and as a team so that they can provide 'outstanding, effective and robust' services to the school/trust.
2.4	Analyse processes and services identifying alternative solutions and recommending new approaches. Help establish requirements for the implementation of change for the team and where appropriate across the school/trusts staffing networks.
2.5	Take responsibility for the definition, documentation and satisfactory completion of assigned projects identifying, assessing and managing risk to ensure the success of the project. Ensure realistic project and quality plans are prepared and maintained and provide regular and accurate reports to the Service Manager and other senior staff.
2.6	Develop and monitor policies and procedures to guide and shape the services of the school/trust.
2.7	Support school development by contributing to the Induction and ongoing development of a range of new staff.
2.8	Ensure compliance with any relevant Health and Safety procedures and raise awareness amongst staff, learners and other users.
2.9	Undertake risk assessments; implement and make modifications to role specific Health and Safety procedures.
2.10	Continually develop skills and undertake training to enhance and keep current the relevant IT skills of self and in support of other members of the team.

3. ALL STAFF - WHOLE SCHOOL/TRUST DUTIES AND RESPONSIBILITIES

3.1	All employees have a responsibility for implementing all school/trust policies and procedures and working in accordance with the Code of Conduct for Staff.
3.2	Break-time, dinner and after school duties on a rota basis
3.3	All employees will be asked to work at their level on pupils interventions to meet pupils needs and school targets
3.4	Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
3.5	Appraisal and continuing professional development (including attendance and contributions to School INSET and Planning events). Recognise own strengths and areas of expertise and use these to achieve and support others.
3.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
3.7	Contribute positively to the overall ethos / aims of the school/trust.
3.8	Establish constructive relationships and communicate with other agencies / professionals.
3.9	Deliver out of school learning activities within the guidelines established by the school/trust. You may be required to adjust your working day to support this and all employees are required to make themselves aware of the whole school calendar.
3.10	Support for whole school/trust events.

Person Specification
Post: IT - Deputy Service Manager

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	Post Specific Requirements	Essential	Method of Assessment
1	Qualifications / Training / Experience		
1.1	Educated to degree level or equivalent qualification in an appropriate IT discipline.	✓	AF, CQ
1.2	Evidence of relevant experience that would suggest suitability for the post.	✓	AF, I, R
1.3	Evidence of training in the technical aspects of the role: networking, wireless technologies, Microsoft and Apple technologies, security and permissions structures, systems planning, installations, IT service management.	✓	AF, CQ, I
1.4	Leadership and management qualification at level 3 or evidence of experience at this level and specifically experience of supervising, managing and developing an effective team in a technical environment.	✓	AF, CQ, R, I
1.5	Project management qualification or evidence of experience.	✓	AF, CQ, R, I
2	Skills and Aptitudes		
2.1	Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions.	✓	AF, CQ, R, I
2.2	Excellent Organisational, interpersonal and communication skills	✓	AF, CQ, R, I
2.3	Proven ability to troubleshoot hardware and software problems and to learn / adapt to new technologies within a changing environment	✓	AF, CQ, R, I
2.4	Ability to manage workload, assimilating new tasks / projects whilst maintaining service levels on existing workload.	✓	AF, CQ, R, I
2.5	Ability to work with pupils, parents, staff and trust members at all levels with the skills to exchange technical concepts in an appropriate manner.	✓	AF, CQ, R, I
2.6	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF, CQ, R, I
3	Mandatory Requirements		
3.1	A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with OLCT.	✓	DBS Check
3.2	School posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓	AF/R
3.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
4	Physical Requirements		
4.1	Health and physical capacity for the role.	✓	I, R
4.2	A good attendance record in current employment, (not including absences resulting from disability)	✓	I, R

Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in Section 11 'Information in Support of the Application' of the application form, candidates should be prepared to discuss these in the interview process.

5	Effective Behaviours	Method of Assessment
5.1	Managing self and personal skills: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	A/I/R
5.2	Delivering excellent service: Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.	A/I/R
5.3	Finding innovative solutions: Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.	A/I/R
5.4	Embracing change: Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	A/I/R
5.5	Using resources: Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the school (Trust) and impact of decisions on this.	A/I/R
5.6	Engaging with the big picture: Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust / School are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them.	A/I/R
5.7	Developing self and others: Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust.	A/I/R
5.8	Working with people: Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.	A/I/R
5.9	Achieving results: Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.	A/I/R

Key to abbreviations:

AF Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check

This specification has been prepared in accordance with the requirements of OLC's Equal Opportunities in Employment Policy. All contracts of employment are with the Oakwood Learning Community Trust. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have. Disabled applicants who meet the essential shortlisting criteria will be guaranteed an interview.