

Bedales  Schools



Brief for the post of
ICT Network Manager

September 2017



Bedales School

Bedales, founded in 1893 in response to the standard Victorian school, has always enjoyed being different. The founder, John Badley, established Bedales as one of the first co-educational boarding schools with the introduction of girls in 1898.

Nowadays Bedales (the Senior School) is a boarding school of 463 students aged 13-18, fully co-educational, and with 33% day students. It is situated in a beautiful rural estate of 120 acres which it shares with its Prep School (Dunhurst) and Dunannie, the Pre-prep day school. Petersfield, about 2 miles from the school, is an attractive, historic market town, with easy rail and road links to London (55 miles, 1 hour by train), Portsmouth (18 miles), Chichester, Winchester and the south coast.

Bedales staff – there are around 50 full-time teachers, and 10 part-time – can enjoy a good student/staff ratio (just over 7:1); a well formulated appraisal programme; a collegiate and open structure of management. ICT facilities, including laptop computers for teachers, reflect the importance the school places on best practice in the classroom and in management. In 2003, the whole staff redefined the founder's original, radical aims (please see 'The Bedales Difference' in the 'About Bedales' section of our website for further information). A classroom and administration building was opened in autumn 2005 (the Orchard Building). Our new Art & Design Centre, adjacent to our historic Sotherington Barn, opened in July 2016. The school also enjoys excellent library, theatre, recreational and concert facilities. Boarding accommodation is characteristically different from many schools, eschewing inter house rivalry and forming, instead, strong social links across the year-groups.

The ISI Inspection in April 2014 was most favourable, stressing the school's high academic achievements, its strong relations amongst the student body and between students and staff, its willingness to value the unconventional, and recognise individualism, its range of activities and its excellent boarding provision.



Job Profile

Post Name ICT Network Manager

Department ICT

Responsible to Head of ICT

Role Summary

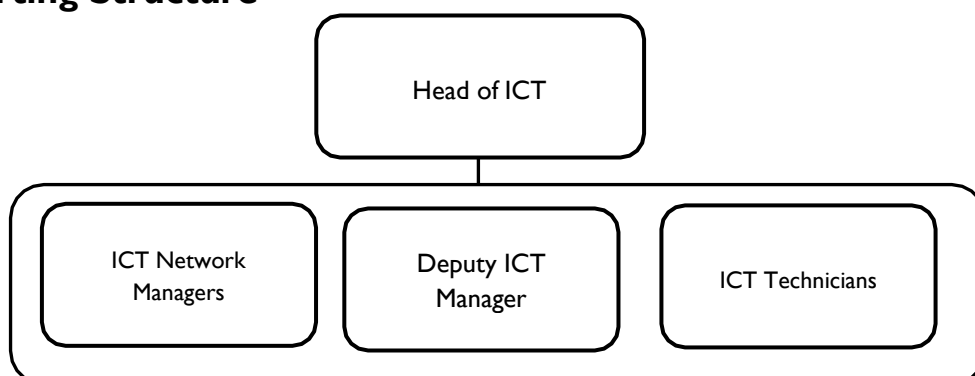
An exciting opportunity has arisen at one of the country's most prestigious independent schools for an ICT Network Manager to provide outstanding 2nd and 3rd line technical support.

As an ICT Network Manager you will be working within a customer focused, innovative ICT Department where you will primarily maintain the Schools' network, wireless and server infrastructure in addition to backup and communication systems. You will be responsible for managing software deployments, administering school systems and using your technical expertise to implement development initiatives that enhance ICT. You will regularly engage with the schools' teaching and administration teams, allowing them to benefit from your technical knowledge providing staff and students with a professional, high quality ICT experience.

As the successful candidate, together with your exemplary customer service skills and a desire to continuously learn and improve, you will possess three key attributes: you will be great at what you do, have attention to detail in everything you do and care passionately about your work. In return you will be rewarded with an excellent package, opportunities to experience a vast variety of technologies and develop in a challenging ICT environment that inspires creativity, harnesses flexibility and demands excellence.

We welcome applicants with or without education or schools experience, however exposure to a 2nd/3rd line technical support role is essential.

Reporting Structure





Job Description

Principal Duties & Responsibilities
Infrastructure and Maintenance • Manage major systems which directly affect day to day service i.e. internet and email filtering, anti-virus and school systems etc. • Provide advice on networking, product acquisition, support requirements and vendors • Develop hardware, software and the network throughout the school, to meet curriculum, administrative and systemic needs • Ensure that the network is operational and complies with service level agreements at all times • Be responsible for resolving failures in hardware and software and ensuring appropriate “housekeeping” tasks are implemented including hardware maintenance and data cleansing • Monitor the use of hardware and software and ensure all software is licensed
Development • Develop, implement and monitor the schools practices for data protection, internet use, e-mail, security and ICT resource management • Ensure the preparation and maintenance of documentation, manuals and user notes • Provide support and guidance to pupils and staff in the use of ICT and provide feedback using specialist skills / training / experience as required • Train staff on a wide range of school applications and systems as required • Produce audits and reports on ICT use and costs to demonstrate best value in provision of products and services • Be responsible for setting up security parameters and ensuring virus checks are implemented • Keep abreast of industry developments and introduce them to the school as appropriate • Project manage and implement ICT developments and improvement initiative ensuring the appropriate use of technologies to meet performance, functionality and budget requirements
Service Delivery • Manage your ICT Helpdesk tickets, resolving day-to-day issues correctly in order of priority as per the requirement of the school • Deliver against the service level agreements • Coach and assist Helpdesk staff to improve awareness and efficiency • Contribute to ICT Departments intranet site with FAQs & guidelines to enhance team knowledge and skills • Produce reports and feedback as required to Head of ICT • Work with the Head of ICT to develop trend data • Ensure the proactive monitoring of infrastructure and service • Engage with CPD on new products/changes which may need to be trained into the customer base



Other
• Provide out of hours support as required by the school
Administration Controls
• Ensure accurate and timely administration of all paper work.
Team
• Responsible for fostering positive, constructive and professional working relationships with colleagues and peers within the ICT team • Responsible for managing own performance with regards to absence, time keeping and discussing any concerns with the Head of ICT • Support the Department in inducting new starters into the team and helping them integrate into the team to ensure staff retention • Support the ICT operation in seeking ways of continuously improving as a team
Communications
• Work as a member of the ICT team to achieve the department objectives through liaison and co-operation with others • Keep the Head of ICT fully informed of all matters that may affect the smooth and efficient operation of the department or team morale • Implement the Visitor procedure for all site visitors – whether company employees or 3rd party visitors • Communicate with the customer base, ensuring teachers, staff and students are aware of any ICT information relevant to them
Self Development
• Progress and develop in the role through full participation in and co-operation with any training, coaching and support offered in conjunction with the role • Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, School Policies and procedures or other training programmes as directed
Health & Safety
• Adhere to the School Health and Safety policy • Ensure daily adherence to the School Health & Safety standards • Work in accordance with the manual handling regulations ensuring risk assessments are adhered to
Interaction with Pupils
• As the role involves unsupervised & regular contact and interaction with pupils during the course of undertaking normal duties on a day-to-day basis, in a variety of settings, all post holders are expected to adhere to and fully comply with the school Safeguarding Policy
Support for the School
• Read, understand and abide by the latest KCSIE statutory guidance and the school's safeguarding policy and staff code of conduct. All employees are required to complete an annual self-declaration in relation to their suitability to work with children. Queries about these documents are encouraged and should be directed to the Designated Safeguarding Lead in the first instance • Be aware of and comply with the school's policies and procedures relating to equal opportunities, dignity at work, health, safety and security, confidentiality and data protection, reporting any concerns to an appropriate person



- Contribute to the overall ethos, work and aims of the school
- Establish constructive and positive working relationships with staff, pupils, parents, Governors and external agencies and contacts of the School

Training	
General	Role Specific
• Health & Safety induction	• Working at Height
• Fire Safety	
• Manual Handling	
• DSE Self Assessment Checklist	

Safeguarding & Child Protection Training				
Course Provider	Name of Course	Delivery Mechanism	Timings	Duration
Educare	Child Protection in Education Level 2 (including EYFS)	E-learning	Within 1 month of starting	5 hours
Bedales	In house Child Protection Training	Classroom course	Within 2 terms	30 minutes
			Total hours	5 hours 30 minutes

General
<i>This description is not intended to establish a total definition of the job, only an outline of the duties involved. The job holder will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Head according to the normal practice of an independent school</i> <i>The School may amend the Employee's duties and responsibilities from time to time and may require the Employee to undertake other duties and responsibilities as are necessary to meet the needs of the School, its pupils, educational requirements and pastoral standards of care</i>



Person Specification

Criteria	Essential	Desirable
Qualifications / Education / Training	• Excellent verbal, communication and written English comprehension skills • Proficient ICT skills/ability to be self-sufficient in terms of administration including use of databases • Full Clean UK Driving Licence	• Holds a recognised computer or network manager qualification, at NVQ level 3 or 4 or equivalent qualification • Educated to A Level standard or equivalent • ICT industry accreditations such as MSCE
Experience	• Management and configuration of Windows Server 2008, 2012 and 2016 servers including Active Directory • Support and configuration of Office 365 including Exchange, Sharepoint and other suite software • Wireless and switched network management • Experience of software package deployment across networks using Microsoft SCCM • Support, installation and management of Windows 7, 10 and Office 2016 • Proven history of successfully managing & implementing complex ICT projects • Experience within a customerorientated / front line support role and environment • Running and maintaining backup systems	• Experience of installing and configuring computer hardware and software • Hardware fault diagnosis and repair • Experience of software installation and troubleshooting • Management of Aerohive wireless networks and Dell switches • Management of Veeam backup systems • Management of theatre Audio Visual systems • Deployment and maintenance of Apple devices
Knowledge	• Excellent working knowledge of PC operating systems including Windows 7 and 10 • Excellent working knowledge of Windows 2012 and 2016 servers, Office 365 and software within • Network fundamentals and the technology involved including the OSI model, protocols etc. • Managing and configuring virtual environments • Hardware such as servers, disk arrays and other back end infrastructure	• Experience of VM Ware • Working knowledge of Microsoft Office 2016, • Good practical knowledge of Health and Safety regulations and best practice affecting ICT including manual handling • Understanding of Data Protection Requirements and obligations within an ICT environment • Management of Apple devices including Macs, Macbooks, iPads and iPhones • Understanding of theatre Audio Visual systems and their technical operation
Skills & Abilities	• Exemplary customer service skills and ethic to deliver an outstanding positive customer experience • Demonstrates effective organisational and time management skills	



	• Able to demonstrate flexibility addressing ad hoc requests whilst prioritising tasks correctly • Ability and desire to take ownership and accountability, whilst completing tasks in a manner that exceeds the requestors' expectations and meets challenging goals • Ability to plan multiple priorities under pressure and to tight deadlines • Ability to work collaboratively with others and effectively as a team • Demonstrates patience and the ability to remain calm at all times, even in challenging situations • Communicates effectively both orally and in writing, demonstrating the ability to simplify and convey complex technologies in a manner understandable by a non ICT-orientated audience • Demonstrates good interpersonal skills with the ability to communicate with managers, staff, pupils, parents and suppliers in a professional manner. • Possesses tact and discretion • Is flexible and adaptable to meet and exceed the demands of the role • Demonstrates the ability to form and maintain appropriate relationships and personal boundaries with young people • Demonstrates commitment to the personal welfare and safeguarding of children	
Other	• Able to operate and provide solutions that are aligned with Bedales values and ethos • Promotes equality and diversity in working practices • Has the personal attributes required to support and uphold a culture of safeguarding and protecting children	



Career Progression

ICT Network Manager

Advanced	• Subject matter expert in all aspects of the school's ICT systems • Significantly contributes strategically to ICT initiatives, regularly identifying, investigating and implementing school ICT developments • Complex project leadership; able to demonstrate all project management fundamentals and requirements with no guidance or assistance • Experience and highly competent in all areas of the job description • Is a role model to others, offering assistance to colleagues demonstrating expert technical and behavioural capabilities • Familiar with all aspects of the school's ICT infrastructure • Works autonomously • Experienced and technical expert in managing, maintaining and installing all aspects of the ICT infrastructure including Wi-Fi, networking, virtualisation, servers, school systems, devices and audio visual systems • Expert in providing 2nd and 3rd line support, expert in providing 1st line support and leading group training sessions • Consistently achieves high standards of work, often above and beyond what is required • Excels at consistently providing a world class customer service experience	• Membership of an ICT body such as the British Computing Society, with an associated body accreditation appropriate to the role seniority	Grade 11 SCP 42-44
Skilled	• Subject matter knowledge in most aspects of the school's ICT systems and an expert in some • Contributes strategically to ICT initiatives, occasionally identifying, investigating and implementing school ICT developments under little guidance • Complex project leadership; able to demonstrate some project management fundamentals with some guidance or assistance • Experienced in all areas of the job description • Is a role model to others, offering assistance to colleagues demonstrating expert technical capabilities • Familiar with most aspects of the school's ICT infrastructure • Works with minimum supervision and direction	• Membership of an ICT body such as the British Computing Society, working towards an associated body accreditation appropriate to the role seniority	Grade 10 SCP 39-42



	- Experienced in Wi-Fi & networking, virtualisation, server and infrastructure management, managing and supporting school systems & audio visual systems - Has a solid foundation in providing 2nd and 3rd line support, expert in providing 1st line support and ad-hoc 1-2-1 training - Occasionally achieves high standards of work, sometimes above and beyond what is required - Competent in managing, maintaining and installing most aspects of the ICT infrastructure - Intermediate skills in using (appropriate) software - Regularly provides a world class customer service experience		
Entry	- Subject matter knowledge in a few aspects of the school's ICT systems - Contributes occasionally to ICT initiatives, identifying, investigating and implementing school ICT developments under guidance - Complex project leadership; able to demonstrate some project management fundamentals under guidance or assistance - Proficient in most aspects of the job description - Offers assistance to colleagues demonstrating sound technical capabilities - Requires training and support to familiarise with the school's ICT infrastructure - Work is directed and occasionally supervised - Experienced in some areas of Wi-Fi & networking, virtualisation, server and infrastructure management, managing and supporting school systems & audio visual systems - Has a solid foundation in providing 2nd and 3rd line support, expert in providing 1st line support - Achieves a good standard of work as required - Consistently provides an excellent customer service experience	No membership of an ICT body such as the British Computing Society	Grade 9 SCP 37-38

Potential Next Steps

Deputy ICT Manager	- Experience of and capable of competent day-to-day people management - Demonstrates desire for a less technical role - Membership of an ICT body such as the British Computing Society, with an associated body accreditation appropriate to the role seniority
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Outline of Main Terms, Conditions & Benefits

Post Name	ICT Network Manager		
Issue Date	September 2017		
Appointment Type	Support Permanent Full Time Full Year		
Job Group	Administration & Professional		
Post Number	3079		
Working Pattern Type	Support – 1950 Hours per annum		
Post Start Date	Immediately available		
Location	Based in the ICT Department Bedales School		
Grade	9-11	SCP	37-44
FTE Salary Per Annum	£ 34,997 to £42,205 <i>The post holder will be appointed on a point on the Support Staff Pay Scale commensurate with their skills and experience as outlined in the Career Progression within the Job Description.</i>		
Hourly Rate	£17.9472 to £21.6436		
Weeks Worked per Annum	33 weeks per annum term-time 19 weeks per annum non-term time A total of 52 weeks per annum		
Hours of Work	An average of 1950 hours worked per annum		
Term Time	37.5 hours per week		
Non Term Time	37.5 hours per week		
Together with such hours as are reasonably necessary for the proper performance of their duties			
FTE	1.0000		



Weekly Work Pattern

5 days of 7.5 hours per day to be worked between the operational hours outlined below:

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Start Time	07:00	07:00	07:00	07:00	07:00			
AM Break								
Lunch	0.30	0.30	0.30	0.30	0.30			
PM Break								
Finish	18:00	18:00	18:00	18:00	18:00			
Total hrs	7.50	7.50	7.50	7.50	7.50			37.50

which is equivalent to 37.50 hours per week excluding the break times specified above.

In addition the post will be required to work a minimum of 1 in 6 Saturdays between the operational hours of 08:00am to 1:00pm, on a rotational basis, for which the employee will receive the equivalent time off in lieu during the corresponding week.

A certain degree of flexibility of hours is required for cover and to meet the operational, academic and pastoral requirements of the School and its pupils.

Probationary Period

6 months. Probationary period reviews will be held at 3 months and 5 months.

Notice

Notice period by the School and Employee during probationary period is one week in writing. Thereafter notice is 12 weeks in writing.

Overtime

The post holder will not be eligible to claim overtime as the hours of work should be managed in such a way as to offset extra hours worked and take back time in lieu at the earliest opportunity, effectively keeping the hours balanced. This should be done in liaison with the Head of ICT.

Holiday Entitlement per Annum

The full-time equivalent holiday entitlement per annum is 22 days plus 8 Bank/Public Holidays equivalent to 225 hours per annum, increasing to 27 days plus 8 Bank / Public Holidays equivalent to 262.5 hours per annum after 5 years continuous service. The additional days / hours will be awarded at the start of the academic year in which the anniversary date was obtained and prorated accordingly.

Pay Method

Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the day before the last working day of the month.

Absence

If you are absent from work you are entitled to Statutory Sick Pay (SSP) provided the relevant requirements are satisfied. You may also be entitled to receive School Sick Pay; this will be specified in your contract of employment issued at the time of your appointment



Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life.

Medical

The post holder will be required to complete a medical declaration at the start of employment and within the probationary period undergo a medical examination by either the School Doctor or their own Doctor at the School's expense.

Working Time

It is anticipated that the employee's average weekly hours of work, excluding meal and rest breaks, will not exceed 48 hours over an average 17 week reference period.

Other Employment

The individual is not permitted to undertake any work outside of the School without prior consent from the School; all requests should be submitted to the Head of HR.

Discretionary Non-contractual Benefits

Free school lunches are provided during term time in the school dining room for those staff entitled to a lunch break.

Free on-site parking

Life Assurance

Personal Accident Cover



Information for Applicants

Candidates can apply directly to Bedales Schools via the recruitment portal on the Bedales Three Schools' website <http://www.bedales.org.uk/home/about-bedales/jobs/support-staff-vacancies>

A completed on-line application may be submitted via the recruitment portal.

Applications by mail will not be accepted.

All applications will receive an automated response.

Further assistance can be obtained via our Recruitment Team on 01730 711566 or via email to recruitment@bedales.org.uk

Bedales is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All posts are exempt from the Rehabilitation of Offenders Act 1974 and all successful applicants will undergo child protection screening including an enhanced DBS and Barred List check from the Disclosure and Barring Service and, where applicable, a Prohibition from Teaching Check and a Prohibition from Management Check.