

Bedales  Schools



Brief for the post of
ICT Helpdesk Engineer

November 2017



Bedales School

Bedales, established in 1893 in response to the more austere Victorian schools, 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 468 students aged 13- 18, fully co-educational, and with one third day students. It is situated in a beautiful rural estate of 120 acres incorporating the school farm, which it shares with its Prep School (Dunhurst) and Dunannie, the Pre-prep day school. Petersfield, about two miles from the school, is an attractive, historic market town, with easy rail and road links to London (55 miles, one 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 - enjoy a good student/staff ratio (7: 1); a well-formulated appraisal programme: and 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 2006, Bedales was the first school to have its own teacher-designed GCSE alternative qualification - the Bedales Assessed Courses - recognised by UCAS. The whole staff have redefined the founder's original, radical aims which are articulated in 'The Bedales Difference' (see 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 RIBA award-winning Art & Design building, adjacent to the historic Sotherington Barn, opened in July 2016. The school also enjoys excellent library, theatre, recreational and concert facilities, most recently enhanced by a renovation of the Grade I listed Lupton Hall. 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 Helpdesk Engineer

Department ICT

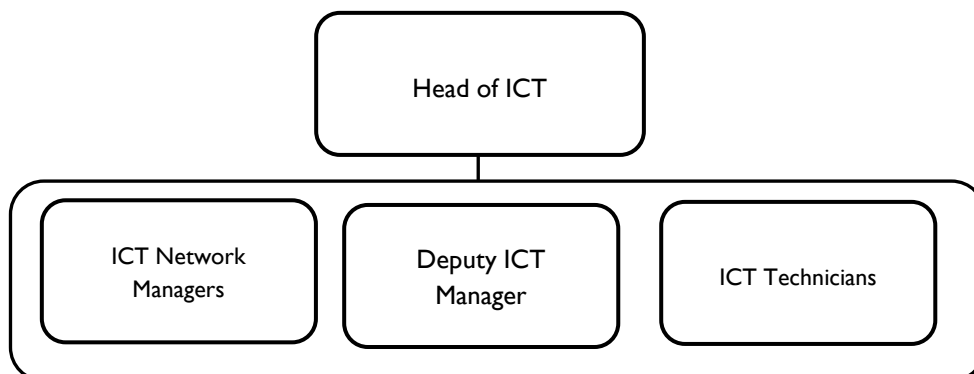
Responsible to Head of ICT

Role Summary

An exciting opportunity has arisen at one of the country's most prestigious independent schools for an ICT Helpdesk Engineer to provide 1st line technical support.

As an ICT Helpdesk Engineer, you will be working within an exciting, customer-focused ICT Department helping teachers, staff and students with their day-to-day ICT queries. You will be responsible for maintaining PCs, laptops, printers, photocopiers and other end-user hardware whilst imaging PCs and installing software. You will predominantly work from the recently upgraded ICT Helpdesk system, applying your excellent problem solving skills and customer-focused attributes to resolve issues quickly, politely and to the satisfaction of the end user, keeping staff informed of their ticket progress at all times. You will engage with staff and students on a constant basis, allowing them to benefit from your technical knowledge and receive a professional, high quality ICT experience at all times. As the successful candidate, together with your exemplary customer service skills and a desire to continuously learn, 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 personally develop in a challenging ICT environment that inspires creativity, harnesses flexibility and demands excellence.

Reporting Structure





Job Description

Key Working Relationships

Internal

- Daily contact with all internal departments especially with ICT Department colleagues, teachers, staff, pupils and parents

External

- Visitors & suppliers when required

Principal Duties & Responsibilities

- Provision of 1st line support to school staff and pupils, resolving all day-to-day ICT issues
- Ensure ICT issues are accurately logged, progressed and resolved on the ICT Helpdesk in accordance with the needs of the school
- Be responsible for the support, maintenance and installation of PCs, laptops, printers, toners, audio visual equipment & other end-user hardware
- Be responsible for the deployment and installation of all school software
- Take responsibility for trouble shooting and resolving issues with school software
- Support the maintenance of the ICT asset register, ICT Helpdesk, software license register and other ICT databases/information
- Support the provision of telephone services to staff and pupils including the support of telephone handsets and voicemail systems
- Install network cabling and other ICT infrastructure
- Train pupils and staff on any aspect of ICT as required
- Maintain the appropriate stock levels of ICT spares and equipment
- Undertake any additional duties as required on an ad hoc basis typically to deliver a premium ICT service
- Ensure accurate and timely administration of all paper work

Team

- Work within the ICT team, reporting to the Head of ICT
- Take personal responsibility for fostering good working relationships amongst colleagues and management within the ICT team and across the school
- Support the induction of new team members and help to integrate the new team members into the team when requested to support staff retention

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
- Support the ICT operation in seeking ways of continuously improving as a team



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 and 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
- The role requires some heavy lifting to move, install and use equipment. The job holder is responsible for carrying out a risk assessment and requesting additional help to move items as and when necessary

Customer Service

- Act as a customer service ambassador for the ICT Department and to demonstrate an exemplary customer service approach in all undertakings

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 regulation 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, professionals, colleagues and external agencies and contacts of the School

Training	
General	Role Specific
• Health & Safety induction	• Working at Height
• Fire Safety	
• Manual Handling	
• Safeguarding	
• 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	• Good verbal, communication and written English comprehension skills • Proficient IT skills/ability to be self-sufficient in terms of administration including use of databases	• Educated to A Level standard or equivalent • NVQ Level 3 in Business Administration • Clean driving license • ICT industry accreditations such as MCSE
Experience	• Previous experience in a comparable IT role • Experience within a customer orientated / front line role and environment	• Previous experience of working within a school or other educational establishment
Knowledge	• Excellent working knowledge of end user hardware including but not limited to PC/laptop, monitors, mobile phones etc. • Ability to maintain printers and photocopiers • Windows operating systems including Windows 7 and 10 • Microsoft applications such as Word, Excel, Outlook etc. • Excellent understanding of PC imaging techniques • Understanding of Windows Active Directory	• Support and maintenance of Apple devices such as iPads, Macbooks and iMacs • Support of classroom screens • Support of audio visual systems including projectors, control systems and sound
Skills & Abilities	• Exemplary customer service skills and ethic to deliver an outstanding positive customer experience • Excellent trouble shooting and problem solving skills, demonstrating a sensible and logical approach to resolving issues • Demonstrates effective organisational and administration skills, showing the ability to prioritise a high number of tasks in the correct order and meet tight deadlines • Ability to work collaboratively with others and effectively as a team as well as independently • Demonstrates patience and the ability to remain calm even in challenging situations • Communicates effectively both orally and in writing • 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 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 Helpdesk Engineer

Advanced	• Fulfils every aspect of the job description to a consistently high standard, often going above and beyond and exceed end user requirements • Subject matter expert in all areas of end user hardware including PCs, laptops, monitors, printers, photocopiers, tablets, mobile phones etc. • Expert in all areas of end-user software including standard and department specific applications • Consistently resolves all tickets politely, providing the end user with an agreeable solution delivered within the require time period • Regularly contributes ideas and implements improvements for the benefit of the end user • Regularly holds end-user training sessions for groups of staff to enhance their ICT knowledge • Consistently demonstrates excellent communication skills, both verbally and written • Acts in a mature and professional manner at all times • Is a role model to others and regularly offers assistance to colleagues performing the same role • Receives regular positive feedback from staff and colleagues • Consistently correctly follows ICT procedures and processes • Work is of a high standard, consistently error free • Works autonomously		Grade 4/5 SCP 23/24
Skilled	• Fulfils most aspects of the job description to a high standard, sometimes going above and beyond and exceed end user requirements • Subject matter knowledge in most areas of end user hardware including PCs, laptops, monitors, printers, photocopiers, tablets, mobile phones etc. and an expert in some • Knowledgeable in most areas of end-user software including standard and department specific applications and an expert in some • Mostly resolves tickets politely, providing the end user with an agreeable solution delivered mostly within the require time period • Sometimes contributes ideas and implements improvements for the benefit of the end user • Holds one-off end-user training sessions for groups of staff to enhance their ICT knowledge • Demonstrates good communication skills, both verbally and written • Demonstrates a mature and professional manner at times		Grade 4/5 SCP 19 - 22



	• Sometimes offers assistance to colleagues performing the same role • Occasionally receives regular positive feedback from staff and colleagues • Generally correctly follows ICT procedures and processes • Work is mostly of a high standard and usually error free • Works with minimum supervision and direction		
Entry	• Fulfils some aspects of the job description to a reasonable standard • Subject matter knowledge in some areas of end user hardware including PCs, laptops, monitors, printers, photocopiers, tablets, mobile phones etc. • Knowledgeable in some areas of end-user software including standard and department specific applications • Generally resolves tickets politely, providing the end user with an agreeable solution delivered generally within the require time period • Occasionally contributes improvements ideas for the benefit of the end user • Supports colleagues taking a lead in training sessions for groups of staff to enhance their ICT knowledge • Demonstrates sound communication skills, both verbally and written • Demonstrates a mature and professional manner some of the time • May receive positive feedback from staff and colleagues • Generally follows ICT procedures and processes • Work is mostly of a good standard and usually error free • Requires training and support in some areas • Work is sometimes directed and supervised		Grade 4 SCP18

Potential Next Steps

• Network Manager	• 2nd/3rd line support role • Expectation to lead and implement complex projects • Implement development and improvements
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Outline of Main Terms, Conditions & Benefits

Post Name	ICT Helpdesk Engineer		
Issue Date	October 2017		
Appointment Type	Support Permanent Full Time Full Year		
Job Group	Administration & Professional		
Post Number	1759		
Working Pattern Type	Support – 1950 Hours per annum		
Post Start Date	Immediately available		
Location	Based in the ICT Department Bedales School		
Grade	4 - 5	SCP	18-24
FTE Salary Per Annum	£19,468 to £23,663		
Hourly Rate	£9.9836 to £12.1349		
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 4 weeks in writing.

Overtime

Hours worked up to and including the full time equivalent hours of 1950 per annum will be paid at normal hourly rate. Hours worked over the full time equivalent hours of 1950 per annum will be paid at one and a half times the normal hourly rate Monday to Saturday and double the normal hourly rate Sundays and Bank holidays.

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.