



ICT Manager

RECRUITMENT INFORMATION PACK

Delta Academies Trust
Education House
Spawd Bone Lane
Knottingley
WF11 0EP

RECRUITMENT INFORMATION PACK

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March 2018

Post: ICT Manager

Dear applicant,

Thank you for your interest in working for ICT Services at Delta Academies Trust.

Delta ICT Services provide an in house managed ICT service to associate and member academies of the Delta Academies Trust, providing direct services and ICT support to over 40 academies and 25,000 users. Delta is a single network connecting all our academies and head office. We manage ICT from the core of the organisation and you will be joining our friendly and experienced team. We have a broad range of technologies and this is an excellent opportunity for someone wanting to gain experience of enterprise class solutions. These include.

- Office 365
- Hyper V and Microsoft Server technologies
- SCCM
- Windows 10 procurement
- VPN, Content management and firewalls
- Security and compliance
- Project management and academy migrations
- Enterprise Wireless and networking
- MDM solutions
- IPT telephony
- New builds and major refreshes

Delta provide comprehensive staff benefit packages including:

- Full CPD training programmes, including Cisco, Microsoft and other industry leading courses.
- Paid exam and certification routes.
- In house development and training days.
- Monthly Skype team training sessions and updates.
- 121 personnel meetings and progress updates.
- Appraisals and working / training targets.

Please feel free to contact us prior to application or interview if you would like an informal chat or if you would like to arrange to have a look at what we do. We look forward to welcoming you to our team.

Kind regards,

Phil Thacker
Director of ICT

Introduction

Delta Academies Trust is a not for profit charitable organisation that is committed to changing outcomes for children in the academies it sponsors and the wider education system. We are a teaching school, training teachers, school leaders and other professionals who work with children.

Delta Academies Trust firmly believes that an outstanding education should be the right of every child and should not be determined by a post code lottery. The Trust will strive to ensure that all pupils and students in our academies attend an outstanding school.

We are determined that local children can attend a local school and we will place those children who need extra help first in our admissions policy.

In our family of academies we currently have a range of educational provision that includes: Secondary, Primary, Infant, Junior, Alternative Provision and Pupil Referral Units.

Delta places at the heart of its school improvement a commitment to high quality professional development for all staff who join the Trust. We understand that by investing in our staff we will create an organisation with a shared vision and values that will transform education for the children and young people we serve.

You can find out more details about Delta and our academies at www.deltatrust.org.uk

Vision

‘Changing lives’

Mission Statement

To improve educational outcomes for communities in the North of England, creating a sustainable organisation that improves our society and the wider environment.

Strategies

1. To ensure high quality sustained performance and educational outcomes for all Delta academies.
2. To operate a financially sustainable organisation, characterised by high value for money
3. To collaborate with others to establish a Northern Alliance of powerful MATs and other stake holders that will transform educational outcomes in the North of England.
4. To develop high quality education leadership to enhance the capacity to drive improvement
5. Train and develop high quality teachers and staff
6. To create a generation of young people who are socially and environmentally responsible
7. To ensure that young people are confident, employable and have the knowledge and skills to challenge received wisdom

Core Values

We will:

- Place children and students at the heart of everything we do
- Place collaboration before competition, working with others for the betterment of all
- Develop and support professionals in our own and other academies and schools to establish practice that improves lives
- Ensure that all children make good progress irrespective of their starting point and those young people facing disadvantage are lifted from educational poverty
- Never do anything to the detriment of learners, staff, or other stakeholders, in a neighbouring community
- Adhere to the ‘Seven Principles of Public Life’
- Promote environmental awareness and protection locally, nationally and globally

Why work for Delta Academies Trust?

- Delta Academies Trust is committed to transforming education across the North of England and as such we are recruiting a range of the very best educationalists to join us in our mission. We are looking for talented and driven professionals who share our drive, passion and enthusiasm to enhance the life chances of young people. We recognise you may not have all the skills or confidence at the start of your journey as part of our team and we are committed to ensuring you get the very best high quality leadership training, much of which is directly delivered by the CEO who has a national profile and reputation for rapid school improvement.
- You will work alongside professionals in a fast-paced and dynamic environment.
- You will develop your skills alongside like-minded colleagues.
- Delta academies work and collaborate as a family of schools. This provides colleagues a conduit to share best practice and affords our professionals the opportunity to develop their own skills, that of others and seek further promotion as they take on responsibilities across academies or at a whole Trust level.
- Career Development - Delta Academies Trust offers personal development through a range of flexible opportunities. All new staff members receive a comprehensive induction. The Trust offers a central CPD programme involving a range of training, which can include the full range of NPQs delivered in association with Ambition School Leadership. The Trust also provide a range of bespoke CPD and is committed to developing all staff.
- Pension - Every employee of Delta Academies Trust has access to a pension scheme.
- You will have access to private medical insurance (prices are provided on request).
- There is a range of benefits available to staff which include childcare vouchers, cycle to work scheme and a tech salary sacrifice scheme.

The Application Process

Further details about the work of Delta Academies Trust including academies it currently sponsors can be found at www.deltatrust.org.uk

Completed applications should be returned to jobssouth@deltatrust.org.uk or by post to Delta Academies Trust, Recruitment Team, Education House, Spawd Bone Lane, Knottingley, WF11 0EP

All applications that have been submitted electronically will receive an email from the recruitment team confirming receipt.

A letter will be sent to shortlisted candidates with details of the interview process. If you have not heard from us within 2 weeks of the closing date please assume your application has been unsuccessful.

Queries

If you have any queries on any aspect of the application process or need additional information please contact the Recruitment Team on 0345 196 0095.

We are committed to treating all applicants fairly and have a policy on the recruitment of ex-offenders which is available to applicants on our recruitment website at: <http://recruitment.deltatrust.org.uk>

ICT Manager
Scale I, Point 35 – 39 (£30,480 - £34,196)
Full Time /Permanent

Required for as soon as possible

Delta Academies Trust is seeking to appoint a highly motivated, hardworking and enthusiastic ICT Manager to join our central Core Team as soon as possible.

The ICT Manager will be responsible for the effective and efficient support, deployment, and monitoring of all Delta Academies Trust (Delta Trust) related equipment and related resources to ensure a robust and efficient service is provided to those with administrative, data processing and teaching and learning responsibilities across a number of Delta Trust academies.

The successful candidate will have a working knowledge of network systems, their installation, maintenance and adaptation and will have a high level of communication and interpersonal skills. The role will be based at the Delta Academies Trust head office in Knottingley and the successful candidate will provide technical support to our academies across the west region, which includes Knottingley, Leeds and Harrogate.

Closing Date: Monday 16th April 2018 at 12 noon

An application pack can be downloaded from
recruitment.deltatrust.org.uk
or by contacting our recruitment team on
0345 196 0095
or email
jobssouth@deltatrust.org.uk

Delta Academies Trust is committed to safeguarding the welfare of its students and the successful applicant will be subject to an enhanced DBS Disclosure.

ICT Manager Job Description

Salary: Grade I, Scale 35-39 (£30,785 - £34,538)

Contract: Permanent

Hours: 37 hours per week all year round

Responsible to: Service Delivery Manager

Purpose of the role:

Responsible for the effective and efficient support, deployment, and monitoring of all Delta Academies Trust (Delta Trust) related equipment and related resources to ensure a robust and efficient service is provided to those with administrative, data processing and teaching and learning responsibilities across a number of Delta Trust academies.

The role is that of technical lead across a number of academies in the East region. You will primarily be working with the Core ICT team from the central head office, as well as visiting the academies you manage on a periodic/priority bases. As part of the Delta Trust core ICT team you will join a growing dynamic team of committed technicians, engineers and support staff to deliver ICT solutions to Delta Trust academies.

Server & Network Support

- To install, manage and ensure the maintenance of all aspects of the basic ICT hardware infrastructure requirements for the Academies
- To install, manage and ensure the maintenance of all aspects of the basic ICT software infrastructure requirements for the Academies. This to include but not to be limited by:
 - a. Software installation
 - b. Disk space and printer space allocations
 - c. Establishment of network shares, access rights etc.
 - d. Proactive monitoring of system use/abuse

Health & Safety

- To work with Delta Trust Core ICT, manage and monitor risk assessments as appropriate and revise relevant processes and procedures accordingly
- To work with Delta Trust Core ICT, manage and monitor the training of all Academy staff with regard to the Health and Safety implications of ICT equipment use
- To ensure conformity with any relevant ICT related Health and Safety issues.

Desktop & Application Support

- To work with Delta Trust Core ICT, manage and monitor an effective and efficient Desktop and Application Support programme. This to include but not to be limited by:
 - a. Software installation
 - b. Device peripherals
 - c. Detection, diagnostics and resolution of access issues
 - d. Detection, diagnostics and resolution of application issues

Configuration and Installation

- To work with Delta Trust Core ICT to design, develop, manage and monitor processes and procedures to ensure the effective and efficient management and deployment of system configuration and change within the Academy. This to include but not to be limited by:
 - a. Installation of new and upgrades to software
 - b. Installation of new and upgrades to hardware
 - c. Determining access to and the storage of relevant data assets and configurations

Continuity, Maintenance & Security

- To design, develop, manage and monitor processes and procedures to ensure the effective and efficient management of all risks associated with ICT. This to include but not to be limited by:
 - a. Proactive maintenance schedules
 - b. Active Director Management
 - c. Backup systems
 - d. Virus protection systems
 - e. User access and security systems
 - f. Data protection policy adherence

Support Request Management

- To interpret, manage and monitor logging information systems in order to produce summary reports and recommend causes of action which enhance the use and effectiveness of the ICT systems
- To prioritise the resolution of system problems and incidents and determine whether internal or external resources should be deployed in order to rectify them
- To produce regular, timely and accurate system monitoring report information to all relevant stakeholders
- To interpret, manage and monitor external third party service response data and summarise performance effectiveness.

Planning, Budgeting and Team Management

- To supervise and support ICT technical staff.
- To develop, manage and monitor the allocation of tasks amongst other support staff in a fair and equitable manner according to skill and knowledge levels
- To contribute to the identification, management and implementation of suitable hardware and software solutions
- To contribute to the design, development and implementation of working practices and procedures that enhance the impact of ICT services in the efficient delivery of management information and supports the learning and teaching within the Academies
- To contribute to the financial planning, estimating and budgeting of ICT specific requirements.
- This role includes the duty to promote British values.

The nature of this role demands flexibility, creativity and innovation with regards to the needs of our academies. Additional duties may be required and these may be determined by the Director of ICT or Service Delivery Manager and you may be requested to carry out such additional activities at his/her discretion.

You may also be asked to contribute to projects outside of the cluster to support trust developments

Desired Skills;

- Windows Server 2008/12
- Windows 7/8/10
- Cloud based platforms
- Network devices and services; including Cisco, Meraki, HP, Aerohive
- Network configuration; including subnets, VLANs and routing
- Google GSuite/Chromebooks
- Microsoft SCCM
- Microsoft DPM
- MDM Mobile device management
- Network and Application security
- Active Directory
- Backup systems and services
- Group Policy
- Software packaging and deployment
- Supervision and coordination of ICT Technicians

More information on the proposed management structure and information on the network and technologies implemented can be requested. If you would like to visit our offices for an overview this can also be provided once your application has been received.

Working Environment

The post will be based at Delta Academies Trust Head Office in Knottingley. The post holder must be willing to work and travel across the Trust when required.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the Post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

Holiday Entitlement

The leave entitlement for a full year employee is 26 days. Employees working less than 37 hours per week and/or less than full year will have their entitlement to annual, statutory and discretionary holiday calculated on a pro-rata basis.

Statutory Holidays

You are entitled to statutory bank holidays if they fall on weekdays that you would have normally worked.

Good Friday and Easter Monday
May Day
Spring Bank Holiday Monday
Late Summer Bank Holiday Monday
Christmas Day and Boxing Day
New Year's Day

Person Specification
ICT Manager

	Ess	Des	MOA
KNOWLEDGE/QUALIFICATIONS			
Have a networking or computer engineering qualification at HND or higher		*	A/C
Have a working knowledge of network systems, their installation and maintenance and adaptation	*		A/I/T
Knowledge and experience of Windows 7/10 & Server 2012/16	*		A/I/T
Knowledge and experience of networking equipment such as Cisco, Meraki, HP, Aerohive		*	A/I
Knowledge and experience of Microsoft System Center suite	*		A/I
Knowledge and experience of Network and Application security	*		A/I
Knowledge and experience of Wireless networks	*		A/I
Knowledge and experience of Backups and best practice	*		A/I
Knowledge and experience of Group Policy	*		A/I
Knowledge and experience of Networking and VLANS	*		A/I
Knowledge and experience of Software packaging and deployment	*		A/I
Knowledge and experience of DPM Data Backup	*		A/I
SKILLS			
High level of communication and interpersonal skills	*		A/I
Have good fault finding skills and is an excellent problem-solver	*		A/I
Can demonstrate good working practices in relation to the handling of ICT equipment	*		A/I
Ability to work effectively with young people as individuals and in groups.		*	A/I
Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working	*		A/I
Flexible and adaptable approach	*		A/I
Have initiative and can work independently without excessive supervision	*		A/I
Have an understanding of when to consult, make decisions and defer to others.	*		A/I
Have the ability to communicate effectively to a range of different people	*		A/I
Will plan, organise, prioritise and manage their own personal time effectively	*		A/I
Have a positive commitment to organisational principles	*		A/I
Understanding of health and safety issues and good practice	*		A/I
EXPERIENCE			
Have appropriate experience in the design, installation, maintenance and repair of ICT equipment in a small or medium-sized organisation		*	A/I

Experience of working within an educational establishment		*	A/I
Experience of working with young people		*	A/I
BEHAVIOUR AND OTHER RELATED CHARACTERISTICS			
Good organisational and personal management skills	*		A/I
Effective planning and teaching	*		A/I/R
Effective behaviour management	*		A/I/R
An ability to demand high standards	*		A/I/R
Work independently and being a team player	*		A/I/R
An ability to develop good working relationships with students and staff	*		A/I/R
Effective time-management	*		A/I
The ability to meet deadlines	*		A/I
Good ICT skills	*		A
Commitment to self and team development	*		A/I
Work in ways that promote equality of opportunity, participation, diversity and responsibility.	*		A/I
A commitment to abide by and promote the Equal Opportunities, Health and Safety and Child Protection Policies	*		A/I
The holder will hold an enhanced DBS	*		C
Must have their own transport as travelling between academies is a regular requirement	*		A

Key: MOA=Method of Assessment, A=Application, I=Interview and assessment, R=Reference, C=Certificate