



IT Support Technician

Central Team Recruitment Pack

Astrea Academy Trust

28 Leman Street

London

E1 8ER



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Welcome Letter from Libby Nicholas, CEO

Dear Candidate,

Thank you for your interest in this role within the Astrea Academy Trust.

This is a hugely exciting time for our family of academies. The Trust has been recognised by the Department for Education as being well placed to raise standards and achieve excellence for pupils in a growing number of academies. We are presented with a rare opportunity to make a real difference to the lives and life chances of so many primary school children – many of whom haven't previously received the educational opportunities they deserve.

The Trust currently has academies based across South Yorkshire and Cambridgeshire, including academies at various stages of development. As a Trust, we are clear about the importance of achieving long term sustainability for our academies. Our vision is to enable individual academies to flourish with real autonomy, whilst also ensuring a strong ethos of support and collaboration across our Academies.

Employees within Astrea belong to a community of professionals, and benefit from a wide range of networks and development opportunities across the Trust. The Trust provides a strong culture of collaboration and support, together with high expectations for staff and pupils alike.

Those we recruit can demonstrate that they share our values, are highly motivated to work with colleagues to continuously develop their skills, pursue professional excellence and are committed to providing the highest standards. If that is you then we would be delighted to receive your application.

Libby Nicholas

Chief Executive, Astrea Academy Trust



Astrea Academy Trust

We value all-round development of the individual, through arts, sports, leadership opportunities, enrichment and community. This is encapsulated in the skills, qualities and personalities we foster in our pupils.

The Astrea Academy Trust logo communicates the values collaboration, development and aspiration. The three figures are coming together in the shape of a tree, which represents growth, whilst the tallest figure reaches upwards, towards a star, which is above and beyond the highest branch of the tree.

Academies, staff and children within the Trust benefit from a strong ethos of support and collaboration across the Astrea family. Teachers within Astrea belong to a national community of professionals, and benefit from a wide range of networks and development opportunities across the Trust.

Astrea benefits from the involvement of leading educationalists, including our Professional Adviser Professor John West-Burnham, and strong links to prestigious institutions such as the Institute of Education.



All members of staff are encouraged to use the Astrea Academy Sheffield Nursery for any eligible children in their care. The Nursery and Primary prospectus can be found here;

<https://astreasheffield.org/nursery/>



Astrea Academy Trust Ethos

The work of the Astrea Academy Trust is underpinned by five core Value Partners, which are equally applicable to pupils, staff and the work of the Trust itself.

Each pair of Value Partners is accompanied by a call for action in the form of a hashtag, which is used in verbal, digital and hard copy communications.

The Value Partners can be used as a measure of individual, Academy and Trust progress and as a guide to inform the direction of change.

Responsibility and Leadership

Individuals in the Astrea community are accountable for their own decisions and actions and are supported by strong leaders, while trailblazers are encouraged to develop skills and talents in others. The Trust has a strong commitment to developing and nurturing our own leaders. **#4equity**

Enjoyment and Innovation

We know that everyone learns best when they enjoy what they do and can follow their innate desire to achieve. Astrea pushes boundaries so that pioneering ideas are tried and tested so that our academies remain leaders in the advancement of teaching and learning methods. **#go4it**

Aspiration and Development

Every member of the Astrea community, from the youngest pupil to the oldest member of staff, is encouraged to cultivate opportunities to grow. We achieve excellence by being inspired to become the best we can be. The progress and well-being of pupils is our top priority, at the centre of every decision. **#Astreastars**

Collaboration and Inclusion

Astrea honours and applauds the differences that make us unique whilst actively seeking and celebrating the common ground that binds us together as a strong community. We work together in a productive environment where dynamic ideas are shared in partnership, so that every member of the community may thrive **#all4one**

Honesty and Integrity

We are honest and open. Astrea decisions and responses are grounded in time-honoured moral principles that remain constant in the face of challenges and change **#4good**

You can learn more about the Values, and hear from staff and pupils across Astrea Academies, at our website: <https://astreaacademytrust.org/>



Astrea Academy Trust Family

Academies currently within Astrea Academy Trust:

Primary	Website
★ Atlas Primary Academy, Doncaster	http://www.stirling.doncaster.sch.uk/
★ Byron Wood Academy, Sheffield	https://astreabyronwood.org/
★ Carrfield Primary Academy, Rotherham	https://www.astreacarrfield.org/
★ Castle Academy, Doncaster	https://www.astreacastle.org/
★ Denaby Main Primary Academy, Doncaster	https://www.astreadenabymain.org/
★ Edenthorpe Hall Academy, Doncaster	https://astreaedenthorpehall.org/
★ Gooseacre Primary Academy, Rotherham	https://www.astreagooseacre.org/
★ Greengate Lane Academy, Sheffield	https://www.astreagreengatelande.org/
★ Hartley Brook Primary Academy, Sheffield	https://www.astreahartleybrook.org/
★ Hatfield Primary Academy, Sheffield	https://www.astreahatfield.org/
★ Hexthorpe Primary Academy, Doncaster	https://www.astreahexthorpe.org/
★ Highgate Primary Academy, Rotherham	https://www.astreahighgate.org/
★ Hillside Academy, Doncaster	https://astreahillside.org/
★ Intake Primary Academy, Doncaster	https://www.astreaintake.org/
★ Kingfisher Primary Academy, Doncaster	https://www.astrea-kingfisher.org/
★ Lower Meadow Primary Academy, Sheffield	https://www.astrealowermeadow.org/
★ The Hill Primary Academy, Rotherham	https://www.astreathehill.org/
★ Waverley Primary Academy, Doncaster	https://www.astreawaverley.org/
Secondary	
★ Astrea Academy Woodfields, Doncaster	http://astreawoodfields.uk/
★ Cottenham Village College, Cambridgeshire	https://www.astreacottenham.org/
★ Ernulf Academy, Cambridgeshire	http://www.ernulf.cambs.sch.uk/
★ Longsands Academy, Cambridgeshire	http://www.longsands.cambs.sch.uk/
★ Netherwood Academy, Barnsley	https://astreanetherwood.org/
Special School	
★ The Centre School, Cambridgeshire	https://www.astreacentreschool.org/
All-through	
★ Astrea Academy Sheffield, Sheffield	https://astreasheffield.org/

Job Description

Position: IT Support Technician

Salary Range: £17,000 - £25,000

Contract type: Permanent

Reporting to: Head of IT

Location of this position: South Yorkshire

Purpose of this role:

To work as part of the Sheffield based Astrea IT support team. Covering IT infrastructure, services and solutions where you will provide support to Astrea Academies in the South Yorkshire Region you will also assist with the Academy Trust central organisation systems when required. You will be responsible for the day to day running of existing IT infrastructure within your designated academies and also assist with development and implementation of new systems.

Duties and Responsibilities

- To provide quality IT support to Academies in the South Yorkshire region
 - To provide 1st line telephone, e-mail, and face-to-face support to the Trust's user base
 - To assist and provide initial configuration and troubleshooting, installation and support services in the Astrea Trust Academies and partner organisations
 - Use service desk software to manage workflow and provide timely appropriate feedback to clients and other members of the team
 - Develop and implement new technologies
 - To monitor and test existing backup and recovery & security systems
 - To work as part of the Astrea IT support team
 - To manage and maintain email systems and process user requests (in line with Data Protection legislation)
 - Ensure accurate records are kept of all IT hardware, software and peripherals
 - Develop effective working relationships within the Academies ensuring good communication at all times
 - To deliver training where deemed appropriate to technical staff and end users
 - To induct new starters to Astrea Academy Trust operating procedures and acceptable usage
 - To ensure compliance with data protection and related current legislation. To ensure good practice is adhered to by users.
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Software

- To assist with the configuration, installation and testing of required software
- To assist with making software and data available to appropriate users
- Ensure that anti-virus software is installed, kept up to date and working properly on all stations
- Ensure software and operating system updates are installed as appropriate
- To assist with the provisioning and distribution of web based systems
- To troubleshoot, update, improve and expand MIS systems
- Support website changes and limited development

Hardware

- To assist with ensuring all computer hardware and peripherals are installed, configured appropriately
- Maintain and troubleshoot academy systems as appropriate
- To setup and issue new equipment to users of all levels
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used
- Troubleshoot and maintain all aspects of Trusts PC hardware and software
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract

Network Management

- Assist with core IT and external suppliers regarding provision of user accounts
- Assist with the network maintenance tasks are carried out in line with the IT standard operating procedure
- Follow the Core IT / supplier's recommended procedures
- Manage and maintain varying telephone systems and support introduction of VOIP systems

Other specific duties

- Basic clerical duties related to the post
 - Maintain, record and update all aspects of the IT infrastructure
 - Assist staff members with the use of IT software and hardware
 - To comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description.
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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 Head of IT or Service Delivery Manager and you may be requested to carry out such additional activities at his/her discretion.

The Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Management.



Person Specification

This part will allow you to understand who we are looking for within this role and the skills knowledge or experience that we would expect. Your application will be assessed against this criteria during the shortlisting process.

	Ess	Des	MOA
KNOWLEDGE/QUALIFICATIONS			
GCSE at grade C or above in Maths and English or ability to demonstrate literacy and numeracy skills to the national level 1 standard	*		A/C
Have a networking or computer qualification		*	A/C
Have a networking or computer engineering qualification at HND or higher		*	A/C
Knowledge of and exposure to Microsoft Windows Server & Client	*		A/I
Knowledge of and exposure to Office applications	*		A/I
Knowledge & Exposure to Microsoft Exchange and Office 365	*		A/I
Understand basic concepts of networking	*		A/I
SKILLS			
Good 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 IT equipment	*		A/I
Ability to work effectively colleagues at all levels	*		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			
Fundamental support knowledge of hardware peripherals and local printers	*		A/I
Good knowledge of Windows Operating Systems	*		A/I
Exposure to and knowledge of Active Directory & Group Policy Management	*		A/I
Exposure to and knowledge of SCCM		*	A/I
Experience of maintaining and updating relevant documents / records	*		A/I
Experience of working within an educational establishment		*	A/I
Experience Managing an Microsoft Office 365 or Exchange Environment	*		A/I
Experience of troubleshooting in a modern IT environment	*		A/I
Experience of working with web content filtering products		*	A/I
Experience of implementing IT Policies		*	A/I

BEHAVIOUR AND OTHER RELATED CHARACTERISTICS			
Evidence of the continuous development of skills.	*		A/I
Good organisational and personal management skills	*		A/I
Effective planning	*		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
Good IT skills	*		A/I
Commitment to self and team development	*		A/I
The ability to travel independently across Astrea Academies	*		A/I
Work in ways which promote equality of opportunity, participation, diversity and responsibility	*		A/I
A professional responsibility to promote and safeguard the welfare of children and young people	*		A/I
A commitment to abide by and promote the Academies' Equal Opportunities, Health and Safety, and Child Protection Policies	*		A/I
The post holder will require an enhanced DBS	*		C

Key: MOD=Method of Assessment, Ess=Essential, Des=Desirable, A=Application, I=Interview and assessment, R=Reference, C=Certificate



Child Safeguarding Policy

The Trust is committed to Safeguarding and Promoting the Welfare of all its pupils. Each pupil's welfare is of paramount importance. We recognise that some children *may* be especially vulnerable to abuse e.g. those with Special Educational Needs, those living in adverse circumstances.

We recognise that children who are abused or neglected may find it difficult to develop a sense of self-worth and to view the world in a positive way. Whilst at the Academies, their behaviour may be challenging. We will always take a considered and sensitive approach in order that we can support all our pupils.

The Trust's Child Safeguarding Policy applies to all adults, including volunteers, working in or on behalf of the Trust.

Everyone in the education service shares an objective to help keep children and young people safe by contributing to:

- Providing a safe environment for children and young people to learn in education settings; and
- Identifying children and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe both at home and in the education setting'

Keeping Children Safe in Education 2016

The Trust pays full regard to 'Keeping Children Safe in Education' guidance 2016. We ensure that all appropriate measures are applied in relation to everyone who works for the Trust who is likely to be perceived by the children as a safe and trustworthy adult including e.g. volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and an Enhanced DBS check.

Please visit <https://astreaacademytrust.org/about-us/statutory-documents/> for the full policy.



Explanatory Notes

Applications will only be accepted from candidates completing the Trust's Application Form. Please complete ALL sections of the Application Form which are relevant to you as clearly and fully as possible. CVs will **not** be accepted in place of a completed Application Form.

Safeguarding Children and Young People

We are committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

- Candidates should be aware that all posts in Astrea Academy Trust involve some degree of responsibility for safeguarding children and young people, although the extent of that responsibility will vary depending on the nature of the post. Please see the job description enclosed in this Application Pack for further details.
- Accordingly, this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as "spent" must be declared.
- If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offence, including those related to children or young people (whether disciplinary sanction is current or time-expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any investigation or disciplinary proceedings. If you are not currently working with children, but have done in the past, that previous employer will be asked about these issues.
- Where neither your current or previous employment has involved working with children, your current employer will be asked about your suitability to work with children, although it may be answered not applicable where it is appropriate; if your duties have not brought you into contact with children or young people for instance.

Interview Process

After the closing date, short listing will be conducted by a Panel. You will be selected for interview entirely on the contents of your application form, so please read the Job Description and Person Specification carefully before you complete your form.



All candidates invited to interview must bring the following documents:

- Documentary evidence of right to work in the UK
- Documentary evidence of identity that will satisfy DBS requirements
- Documentary proof of current name and address
- Where appropriate any documentation evidencing change of name
- Documents confirming any educational or professional qualifications that are necessary or relevant for the post

Please note that originals of the above are necessary, photocopies or certified copies are **not** sufficient.

We will seek references on shortlisted candidates for Trust based positions and may approach previous employers for information to verify experience or qualifications before interview. Any relevant issues arising from references will be taken up at interview.

In addition to candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

Conditional Offer: Pre-Employment Checks

Any offer to a successful candidate will be conditional upon:

- Verification of right to work in the UK
 - Receipt of at least two satisfactory references (if these have not already been received)
 - Verification of identity checks and qualifications
 - Satisfactory Enhanced DBS Check
 - Verification of professional status such as QTS Status, NPQH (where required)
 - Satisfactory completion of a Health Assessment
 - Satisfactory completion of the probationary period (where relevant)
 - Where the successful candidate has worked, or been resident overseas in the previous five years, such checks and confirmations as may be required in accordance with statutory guidance
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How can I Apply?

This is an exciting and very rewarding role and we look forward to receiving your application.

Please complete and send the Astrea Application Form and Equal Opportunities Monitoring Form which are available together with this document to the below contact;

Name: Ingrid Chambers

Contact: Recruitment@astreaacademytrust.org

The Application Process

All applications will receive an email confirmation within 24 hours of receipt of application; if you do not receive this please contact Astrea Recruitment on 0114 478 3837. The candidates selected for interview will be informed after shortlisting and full details of the interview programme will be provided. If you do not hear from us within 14 days of the closing date of this position, unfortunately you have been unsuccessful on this occasion.



Astrea Academy Trust pays full regard to 'Keeping Children Safe in Education' guidance 2016. We ensure that all appropriate measures are applied in relation to everyone who works for the Trust. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and an Enhanced DBS check. Please visit <https://astreaacademytrust.org/about-us/statutory-documents/> for the full policy. The information supplied in your application, as well as any supporting documents provided at the application or interview stage, will be used as part of the Astrea Academy Trusts Recruitment and Selection Process. All information is stored securely and all data submitted by unsuccessful candidates will be destroyed responsibly after 6 months from the date of interview.