

Consilium Academies Recruitment Pack

Head of ICT Services

Central Team



About the Role

Job Title: Head of ICT Services

Hours: Full time 36 hours per week, mostly Monday – Friday but with some weekend and evening working required on occasions. You will be expected to work such hours as are necessary to carry out the duties associated with the post. Whilst there is currently no on-call requirement, an on-call rota may become a requirement of the role as the MAT develops.

Salary: £51,234 - £55,064 (NJC Extended Scale point 50 – 53)

Do you have the drive, passion and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Consilium Academies who are committed to providing the best possible education for our pupils.

As the Head of ICT Services you will lead on the design, development and implementation of the ICT operational strategy and manage the ICT Services function, infrastructure and technical operations. As a key member of our central team, your expertise will help to deliver an outstanding service to staff, students, and the central team.

The role focuses on both education support and business systems and services and will include hands-on duties such as hardware and software support in a Microsoft based environment as well as project management and developing ICT strategy.

In addition to strategic planning and project work, you will directly support the academies and the central team with any technical enquiries, personally providing support on IT and AV matters through a team of Network Manager (North East), Eight ICT Technicians and an Apprentice Technician. As part of your role you will perform the role as Network Manager (North West).

We are looking for someone with excellent interpersonal skills who can clearly communicate with a diverse client group. You will have strong leadership skills and a proven ability to lead, motivate and coach.

We ask that all completed application forms are sent to HR@consilium-at.com

Please ensure that within your application you provide the names, addresses and contact details for two referees, one of whom should be your current or most recent employer.

The closing date for applications is Friday 1st May at 12 midday.

Due to the current situation with coronavirus in the UK, we are continuing to advertise vacancies and would encourage all interested, suitably qualified candidates to apply. We will be in contact with shortlisted candidates to make arrangements for assessment.

Interviews will take place on Wednesday 6th and Thursday 7th May 2020.

Consilium Academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check.

The trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

About the Trust

The Consilium Mission

‘Consilium Academies will provide an inclusive partnership within our Trust and with our communities, where lives are enriched by providing care, experience and opportunity, and where every student benefits from the same opportunities to succeed’

“Partnership, Opportunity and Integrity”

Consilium Academies Trust is a Multi Academy Trust of 8 schools based across 3 hubs in Salford, South Yorkshire and the North East of England.

Consilium Academies believes in inclusivity, both in the schools and communities we serve. We are committed to working with our academies to ensure that our ethos is realised on a daily basis. The lives of our young people should be enriched by care, experience and opportunity. This is achieved by;

- helping children and young people to succeed to their potential academically, socially and emotionally;
- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff and students can grasp their aspirations and ambitions;
- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired and empowered to succeed;
- ensuring that all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a small central team led by our CEO, David Clayton. The team provide direct services to our schools as well as Trust level accountability, leadership and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of the trust.

We are aligning systems and processes throughout our school partnership and the input from our schools alongside the central team is therefore vital. The Trust works with its schools and academies in a supportive way that does not detract from the individual identity of a school.

Job Description

Job Title:	Head of ICT Services
Reports to:	Chief Finance and Operations Officer
Based at:	Consilium Academies Central Office
Grade:	50 – 53 (NJC Extended Scale)

Main purpose of the Role

To lead on the design, development and implementation of the ICT operational strategy and manage the ICT Services function, infrastructure and technical operations in order to provide an outstanding service to staff, students, and the Central Team.

To deliver innovative, effective and efficient ICT systems and applications that enhances learning and ensures effective management and administration. This will include the development of the MAT Intranet, VLE, MIS and e-library.

In addition to strategic planning and project work, the role will involve direct support to the academies and the central team with any technical enquiries, personally providing support on IT and AV matters through a team of Network Manager (North East), Eight ICT Technicians and an Apprentice Technician. As part of the role you will perform the role as Network Manager (North West).

Core Responsibilities & Tasks

- Develop Consilium Academies ICT strategy, which identifies the future direction of the use of technology, including solutions and opportunities to improve the education delivery and business performance.
- Management of the ICT infrastructure and responsible for delivering ICT solutions and project managing their implementation.
- Project manage the development of the MAT Intranet, VLE, MIS and e-library and oversee their ongoing management.
- Management of information and communication technology, networks, computer systems and VOIP telephony systems.
- Design, develop, implement and coordinate systems, ICT-related policies and procedures.
- Continuously review ICT Infrastructure, making recommendations for the capacity improvements of local ICT Systems in support of ongoing business operations & future requirements.
- Ensure that work and projects are delivered within agreed budgets.
- Ensure that the Trust meets legal and contractual obligations relating to ICT resources, systems, services and usage, complying with legislative requirements (e.g. data protection, safeguarding and licensing requirements).
- Ensure security of data, network access and back-up systems.
- Liaise with external bodies, contractors and service providers in the provision of an effective and efficient ICT service.
- Ensure that the Trust's networks are secure, with appropriate systems and safeguards in place which meet sector expectations and best practice.
- Manage troubleshooting, system backup, disaster recovery and provide expert support when necessary.

- Accountable for the provision of all ICT infrastructure systems & support services; servers, LAN, telecommunications, remote access & Desktop support
- Configuring Routers and Switches, fault diagnostics on existing equipment.
- Maintain up-to-date & accurate ICT systems & process documentation.
- Maintain accurate asset registers of physical and digital ICT assets
- Provide server & network support for locally hosted systems.
- Responsible for the provision of additional Desktop support and a technical point of escalation for all unresolved local ICT issues.
- Coordinate data management, data control and data protection.
- Responsible for software updates across the whole infrastructure.
- Ensure 24/7 availability & direct Infrastructure support for locally hosted systems
- Enterprise wireless deployment and configuration.
- Maintain an awareness of student, staff, management requirements to provide support and guidance to assist users, helping them to make the most of the provision and ensuring that their ICT requirements are met.
- Manage and provide a programme of ICT and AV training to staff, including provision of documentation and user guides.
- Liaise with senior management to create a vision and development plan for ICT that supports the Trust Ethos and Vision, initiatives and priorities
- Procure, develop and maintain communication systems including email, VOIP, internet and website, ensuring innovative, effective and practical solutions whilst obtaining best value.
- Ensure that there is an effective and up to date Disaster Recovery Plan for ICT services, ensuring robust backup and failover procedures.
- Undertake project management, procurement and planning for ICT activities.

Additional Information About The Role

Staff Management

- Line Manage ICT staff including training, performance management and assigning accountabilities and tasks, assisting with the recruitment of staff members to ensure effective performance of the team and support service.
- Ensure that clear service standards are achieved through the setting and monitoring of targets.
- In partnership with HR, develop a staffing plan for the ICT team.
- Ensure that staff are recruited, trained, managed, appraised, developed and supported in order to maximise their full potential and deliver excellent services.

Planning and Organising

- Within parameters established by your manager, you will plan and prioritise your own workload and liaise with team members to ensure others' actions are complete and required information is provided.

Problem Solving

- Problem solving ability of a high level is required. It is essential to be able to work effectively across section or academy boundaries, as optimum solutions are likely to be achievable only with a clear perspective of the aspirations and objectives of colleagues across the Trust

Corporate Responsibilities

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities
- To plan, monitor and review health and safety within areas of personal control
- To participate in the Trust's Performance Management process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues

Additional Notes

- This Job Description provides an overview of the principal accountabilities of the post and will include, but will not be limited to, those detailed. It is anticipated that the content of roles will evolve and change over time and such the balance of duties within the Job Description will change within the broad remit of the post. This Job Description does not form part of your contract of employment and will be updated from time to time in consultation with you.
- It is expected that all staff work collaboratively to share good practice, resources and ideas to realise Consilium Trust Vision and aims. All staff should act with professional integrity at all times, following the Code of Conduct.
- An Enhanced DBS Check will be requested on successful application to a position at the Trust or Academy.

Person Specification

Essential Qualifications, Knowledge and Skills

A sound education to degree level, equivalent work based training or suitably qualified by experience
Experience in ICT support in an educational setting
Ability to formulate and deliver a clear vision for ICT strategy.
Proven experience as an IT/ICT Manager.
Hands on experience with computer networks and network development and administration
Broad knowledge of the whole ICT spectrum.
Delivery of projects to tight deadlines
Proven experience of leading or managing teams, and supporting other staff.
Experience within an ICT Support Service environment
Experience of ICT Project Management including procurement, design, build and configuration.
Experience and understanding of the implementation and ongoing management of one or more of the following: a VLE, a MIS and e-library.
Experience in contracts/ agreements negotiation.
Understanding of technology, strategy and innovation.

Desirable Qualifications, Knowledge and Skills

IT qualification or certificate, e.g. CISCO (CCNA), Microsoft (MCP), (MCSE), (MCSA).
ITIL (Information Technology Infrastructure Library) qualification
Experience of developing an ICT strategic plan.
Familiarity with technical aspects of GDPR processes.
An excellent knowledge of the technology environment within education, and a proven ability to ensure our IT service facilitates a high quality learning environment.

Personal Qualities

Excellent interpersonal skills with ability to communicate with a wide variety of stakeholders, including internal and external colleagues, students and stakeholders and to build strong working relationships.
A clear communicator with a diverse client group – adults and young people.
Customer-focussed and committed to the delivery of excellent customer service.
Strong leadership skills with resilience and a proven ability to lead, motivate, coach and develop staff.
A commitment to teamwork and leading change, and a demonstrated ability to manage resources effectively, whether human or physical.
Flexible, adaptable to leading change, efficient and highly organised.
Ability to work accurately and methodically.
Sensitivity and awareness of confidentiality requirements.
Good written and oral communication skills, highly proficient in spoken and written English.

Proven planning and organisational skills and an ability to take initiative.
The ability to contribute to corporate strategy and policy development.
Demonstrable ability to deliver to targets, KPIs, meet deadlines, prioritise, and work under pressure, when necessary, with minimal resources.
Effective problem-solving skills and highly analytical with excellent attention to detail.
Ability to work as part of a team, working towards team goals and establish effective working relationships within a team.
Ability to self-evaluate learning needs and actively seek learning opportunities.
Ability to engage positively in relation to feedback; self-reflective and committed to continuous development.
Highly motivated with the drive and determination to succeed.
A positive demeanour and approach to responsibilities.
Persistent in achieving goals and overcoming challenges.
A willingness to learn, to improve personal management effectiveness and, where appropriate, an ability to adapt.
Enthusiasm about emerging technology and innovation.
Practical with high integrity, honesty and ethical standards.
Enthusiastic and committed with stamina and a positive, self-reliant, proactive, open-minded and can-do attitude.