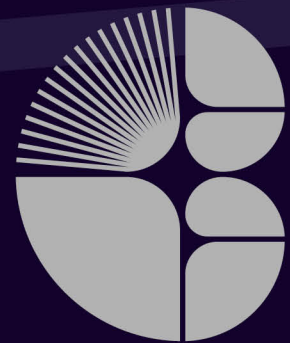


IT OPERATIONS MANAGER

Creative Education Trust

March 2021



*Creative
Education
Trust*



Dear Colleague

Thank you for your interest in the role of IT Operations Manager.

Our network consists of eleven secondary and six primary academies in the Midlands and Norfolk plus a central team. Further schools are in the pipeline and our medium-term ambition is to be a trust of 25 schools.

As an academy sponsor, Creative Education Trust is focused on the quality of the educational experience it

provides for its students.

In addition, in joining a growing group of schools, you will have the opportunity to have an impact on how the wider network develops, to collaborate closely with our team and the Chief Operating Officer and to influence Creative Education Trust's ethos and processes.

Those of us who have set up Creative Education Trust come from a wide variety of professional backgrounds in education, academia, business and the creative industries. What unites us is the desire to improve educational prospects and life chances for children who have not always had the schools they deserve, nor had access to the knowledge and skills that will equip them to be successful in the world they will encounter when they leave full-time education.

Our schools pursue a rigorous and continuous programme of educational improvement, but they also aim to provide pupils with a rich programme of co-curricular activities. In addition, our unique Knowledge Connected approach teaches pupils to analyse and understand their curriculum of study through the application of six key concepts, encouraging them to identify and solve problems in practical and creative ways that give them a sense that they can have impact on the world around them.

You can watch a short video on what it means to be part of Creative Education Trust, illustrating our 'Knowledge Connected' approach to learning on our YouTube channel: www.youtube.com/user/creedacad.

Our Senior HR Business Partner, Vanda Roy, would be delighted to discuss this role with you and is available on vanda.roy@creativeeducationtrust.org.uk.

I look forward to receiving your application.

Yours sincerely,
Marc Jordan - CEO

“We are looking for strong project management, communications and service management skills to deliver an excellent service to our academies”

You can find out more at:
www.creativeeducationtrust.org.uk

ABOUT CREATIVE EDUCATION TRUST



Creative Education Trust inspires and enables young people to build successful lives on foundations of learning, resilience and employability. We believe that a rewarding educational experience and the highest possible qualifications are the best way to ensure social mobility for young people.

Creative Education Trust is a growing multi-academy trust educating over 13,000 children in England. It was established in 2010 to work in England's post-industrial cities and coastal towns: areas of economic disadvantage and with a history of academic underachievement. We transform these schools by integrating a knowledge-rich curriculum with skills and creativity.

Creative Education Trust defines creativity as the ability to find connections between the things we know and turn these connections into new ideas and action. The academic arts and the sciences, practical subjects and life skills all need this creativity, and creativity is valued highly by employers. Our staff and expert advisers use imaginative methods for linking knowledge across subject boundaries, fostering personal development and resilience and developing practical skills that prepare pupils for their transition to adult life and employment.



Our aims for our students are to:

- ★ Raise their attainment in exams and tests through outstanding teaching
- ★ Make them intellectually curious with a sense of confidence
- ★ Increase their participation in HE, FE and apprenticeships
- ★ Ensure they have employable skills and attitudes
- ★ Create rounded individuals through a wide choice of co-curricular activities



We are achieving our aims through:

- ★ Educational rigour
- ★ Organisational effectiveness
- ★ Financial efficiency
- ★ Partnership & recognition of local identity
- ★ Respect for autonomous leadership
- ★ Quality not quantity
- ★ Promoting practical creativity

You can find out more at:
www.creativeeducationtrust.org.uk

IT OPERATIONS MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Home based, with regular travel to Trust sites

Full time, Permanent

SALARY

£35,000 - £40,000

THE ROLE

The IT Operations Manager is an important new role to add capacity to the Trust's central IT team and will focus on the following areas:

- Project management of key central IT functions
- IT Service Desk Management
- Management of the IT Service for Head Office Staff
- Group procurement of hardware/software and services.

This is a key role that would suit someone with strong project management, communication and service management skills, and someone that has the drive to deliver an excellent customer service to our schools and end users. Some hands-on support work will be required during busy periods.

KEY RESPONSIBILITIES

- To work alongside the other Team Managers to support the Head of IT to deliver a first-class IT service to our schools and Head Office.
- Coordinate and manage central projects (such as hardware/software/new service roll outs, and network migrations) with suppliers, key central staff, Regional IT Managers, and local teams.
- Create, update, and share detailed project plans so key stakeholders are aware of progress and actions needed.
- Arrange and run regular project meetings with team members and key stakeholders.
- Resource planning with Team Managers.
- To coordinate delivery of hardware to school sites.

- Management of central IT service desk – ensure that escalated support requests from local IT teams are dealt with in a timely manner.
- Work closely with the Team Managers to ensure service desk response times are in line with service level targets across all schools and Head Office.
- Act as a point of escalation for any central IT service-related issues.
- Step in to provide additional capacity for the service desk during busy periods.
- Management of central Helpdesk system – ensuring we are making best use out of the software to enhance the service that we are providing.
- Procedure management – update and issue new documentation to central and local IT teams.
- Create, update and issue guidance on usage of key systems and services for end users.
- Arrange and run training sessions on new services, hardware and software.
- Management of the IT service for Head Office staff - ensure support requests are dealt with in a timely manner, and that new staff are set up with logins and hardware.
- To build and maintain relationships with suppliers and other third parties when necessary.
- Run procurements for hardware, software, and services to obtain best value ensuring that key stakeholders have been consulted when developing specifications.
- Management of central contracts, obtaining best value eg by monitoring usage and advising where savings can be made.
- Support development and management of the Trust's Office 365 platform.
- Management of central E-safety monitoring, filtering systems and E-safety logs.
- Management of central asset management system.
- Provide additional capacity for central staff during absences/annual leave.
- Ensure that the Trust's IT policies and procedures are adhered to.

You can find out more at:

www.creativeeducationtrust.org.uk

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- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person

This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	• Educated to degree level in a relevant field or equivalent experience. • PRINCE2 project management certification.	• Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role. • Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification.
EXPERIENCE	• Experience of successfully delivering large, complex, multi-team/site projects across a range of areas such as infrastructure, hardware, software and network migrations. • Experience managing multiple projects of various sizes concurrently, and effectively communicating progress with all stakeholders. • Experience of working closely with 3rd party suppliers and internal stakeholders to ensure successful project completion. • Experience of using software packages to create detailed project plans. • Experience procuring IT goods and services and securing best value. • IT service desk management experience. • Experience providing IT Support to remote sites and users working from home. • Experience of managing IT budgets. • Experience organising work for self and others in a high-pressure service environment and reliably meeting high expectations. • Experience in planning large scale changes to IT systems from initial design and specification through to ongoing support. • Experience creating and updating documentation such as end user guides and procedures for IT staff. • Experience with managing contracts and holding suppliers to account.	• Experience of delivering IT projects in schools. • Experience of managing an IT service desk across multiple sites. • Experience with writing tenders and using procurement frameworks to procure goods and services. • Experience with using and creating Power Bi Dashboards. • Experience of working in a multi-site environment.
KNOWLEDGE AND TECHNICAL SKILLS	• Managing service requests using helpdesk systems. • Good knowledge and experience of working with Active Directory and Office 365. • Knowledge of data protection/GDPR and IT Security with the ability to apply this when delivering projects. • Experience in managing conflicting and changing priorities. • Excellent analytical and problem-solving skills • Must have sound knowledge and experience in all Microsoft desktop applications.	• Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration • Experience of school based systems & software (SIMS, ParentPay, ParentMail, Classroom Management Tools, Interactive Whiteboard Software) • Working experience of non-windows devices such as Chromebooks, Apple iPads & Macs • Mobile Device Management (MDM) • Knowledge and experience of administering Web Filtering systems, preferably Smoothwall • Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management

		• Knowledge of virtual server environments – specifically VMware • Knowledge and experience of managing network switches such as configuring VLANs • Knowledge and experience of supporting VoIP Telephone services.
SKILLS AND PERSONAL ATTRIBUTES	• Strong customer service skills • High professional and personal standards in both work and conduct • Strong influencing and negotiation skills • Ability to make sound judgements and decisions • Confident in dealing with all levels of stakeholders • Strong personal drive and willingness to get things done • Good time management • Openness to learning and change • Effective written and oral communication skills • Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently • Ability to convey technical problems to non-technical staff	• Knowledge of SharePoint
EQUAL OPPORTUNITIES	• A demonstrable commitment to supporting and promoting safeguarding, equality and diversity • An understanding of up-to-date safeguarding requirements	
OTHER REQUIREMENTS	• Full UK driving license • Have access to a car for work purposes and be able to travel to other sites • Work flexibility and after office hours	
This job description will be reviewed regularly and may be amended according to changing requirements such as responsibility for additional CET Academies, as agreed between the post holder and the Trust. Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.		