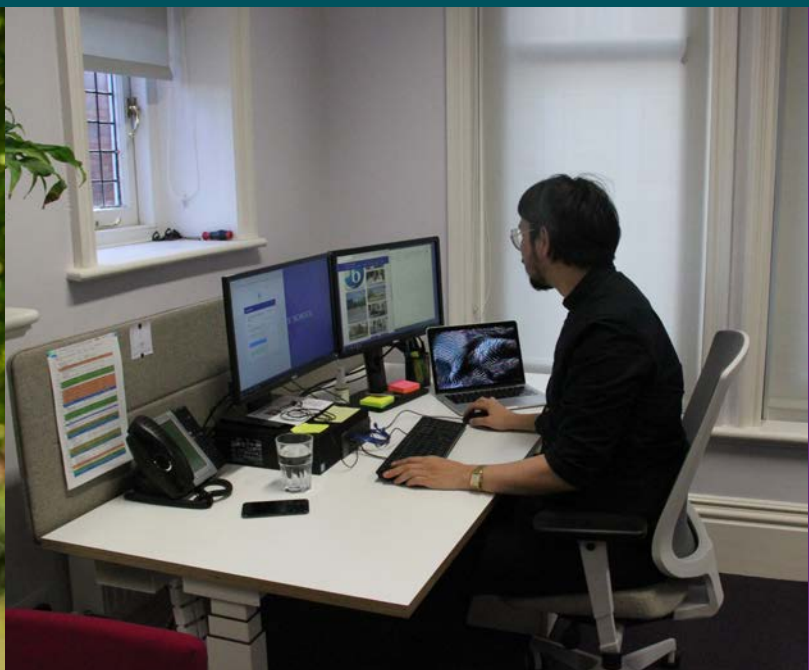
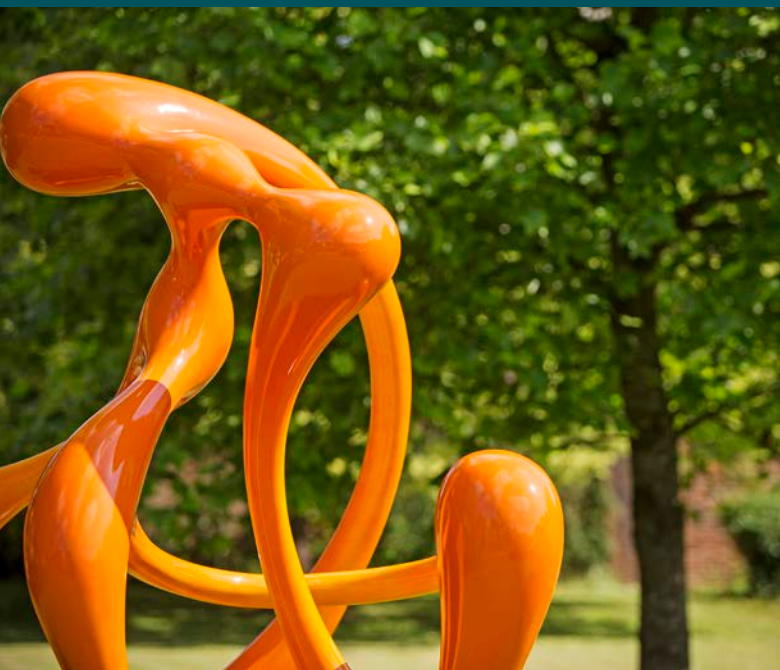


SEVENOAKS SCHOOL

JOB DESCRIPTION



IT Co-ordinator - AV
(Full time, all year round or Term time plus)





The School

Founded in 1432, Sevenoaks enjoys a global reputation as a centre of academic excellence and a flagship school for the International Baccalaureate. A co-educational day and boarding school, it offers a stimulating, intellectually demanding and balanced education for over 1100 students from ages 11 to 18.

Sevenoaks is one of the world's leading IB schools, having taught the International Baccalaureate for over 40 years. For nearly 20 years, all Sixth Form students have taken the full IB Diploma with consistently outstanding academic results which are testament to the school's experience and commitment to the programme.

Sevenoaks is the top large-cohort IB school in the UK and among the top five globally. In recent years it has been the second highest achieving large-cohort IB school in the world. Sevenoaks is also the top co-ed all-IB boarding school in the UK, according to Best Schools (Education Advisers Ltd), and features in their top ten IB Boarding Schools list for 2021. The Sunday Times named Sevenoaks School Independent Secondary School of the Year in 2018 and 2008.

The school is one of the largest employers in the local area, employing staff in a wide variety of roles, and aiming to be an employer of choice for top staff from around the world. We offer our staff a competitive range of benefits and are in the process of developing a range of progressive employment policies and opportunities for personal and professional development. All Sevenoaks staff are encouraged to enjoy facilities such as our sports centre and pool, attend performances at our performing arts centre, and get involved in service activities within the local

community. We strive to promote the positive mental and physical health of all staff, and are committed to ensuring that equity, diversity and inclusion are at the very heart of our culture and community. We believe every member of the school community should feel welcomed, included and valued.

The Campus

The school is situated in the Kent market town of Sevenoaks and has a prime position at the top of the high street. The 100-acre site, which includes several listed buildings and attractive gardens, is beautifully landscaped and adjoins the medieval deer park of Knole. London is only a 30-minute train ride away and the school is in commutable distance from several Kent towns including Orpington, Tonbridge, Tunbridge Wells, Bromley, Kings Hill and Dartford.

Recent developments on campus include a superb sports centre, a state-of-the-art performing arts centre, a world-class Science and Technology Centre and a Global Study Centre for the Sixth Form. Our campus has earned several architectural awards, including three RIBA South East Awards (2011, 2019, 2022) and a RIBA National Award (2019).

With seven distinctive and comfortable boarding houses, our boarding community is fun, friendly and busy. The newest house, a contemporary building with light, modern facilities, opened in 2019. Another boarding house is currently under construction to open in 2023.

The Team

The IT Department provides a wide range of data and technology services to all academic and support staff, as well as students. The team implements and



supports teaching and business applications, along with the infrastructure needed to keep them running reliably and safely. This includes a wide range of applications and over 1,000 PCs, tablets and laptops and our campus wide network.

The Role

The main purposes of this role are to help staff and students by fulfilling IT service requests, fixing IT problems and being the team's expert on audio-visual aspects of IT, particularly classroom AV.

This requires using problem solving abilities and IT knowledge to provide staff and students with solutions to existing issues and new requirements. It requires a broad set of personal and technical skills as well as close co-operation with the rest of the IT Department.

Reporting to

The role reports to the Lead: User Services, in the IT Department.

Main Duties and Responsibilities

This list describes the core responsibilities of the role:

- Investigate and resolve service desk calls, promptly and efficiently, according to defined priorities and demonstrating a positive and empathetic approach.
- Act as the team's specialist on classroom audio-visual services, particularly smartboards, classroom TVs, projectors and their links to PCs and applications. This involves the support, maintenance and upgrade of classroom AV.
- Set-up AV facilities for events. This will mainly be projectors and TVs, linked to PCs or laptops and

the audio needed for these events.

- Work to close service desk calls at the first time of investigation. Help calls to be closed by users or the Servicedesk, rather than having to refer them on to more advanced levels of support.
- Fulfil service requests from colleagues across the school.
- Work with first line support to manage service desk queues properly.
- Suggest changes and improvements both to our technology landscape and the way we deliver IT services.
- Cover a range of technologies, including user devices (mainly PCs, laptops and tablets) user accounts, servers, storage and networking.
- Complete regular, ongoing training and development according to an agreed development plan, appropriate to the post and the individual.
- Maintain the asset register. Ensure any devices that are new, moved or removed are updated on the central system.

Person Specification

Essential

- Enjoys helping people, problem solving and working as part of a team.
- Takes a logical, consistent approach to solving problems, including diagnosis and testing.
- Understands set-up and support of AV for classrooms and basic AV for events.
- Communicates appropriately with technical and



non-technical colleagues, including demonstrating the ability to explain technical matters to non-technologists, at all levels.

- Focuses on providing excellent customer service at all times.
- Takes responsibility for service desk calls, owning them to the point of resolution.
- Able to work without close supervision.
- Picks-up new ideas and technologies quickly and with a minimum of supervision.
- Explain complicated technology issues to more senior technology and non-technology staff, especially in the area of cybersecurity.
- Demonstrates good organisational skills.
- Interested in AV and IT in general.
- Familiar with a range of technologies, including user devices, servers and storage (including backups), basic networking, databases, account management.
- Think and act calmly under pressure, for example with technical issues or cybersecurity challenges.
- A degree of flexibility may be required in the duties performed, to meet the needs of the service. The role may also naturally develop over time, especially as it is likely to involve the incumbent learning a considerable amount.

Desirable

- Familiar with a range of AV technologies, including smart boards, TVs, projects and audio setup.
- Familiar with a range of IT technologies, such as user devices, servers and storage (including

backups), basic networking, databases, account management.

- Experience of working with a range of people.
- Able to demonstrate own learning on technology.
- Follow training, familiar with process to manage technology risk.

Hours

40 hours per week. Normally 8am – 4pm, Monday to Friday.

Full time all year round working is preferred, however a term time plus arrangement may be considered. This would involve working Sevenoaks School terms plus four weeks during the holidays.

There will be occasional work on Saturday mornings, to support normal teaching. This will be on a rota with the rest of the IT team.

There will be occasional work outside normal hours to support events.

Salary and Benefits

Salary

A salary of £30,000 - £35,000pa is available for this post, depending on the qualifications, skills and experience of the successful candidate. The salary will be pro-rata if term time plus.

Benefits

- Holiday entitlement of 33 days per annum including bank holidays (34 days in 2022). Holiday entitlement will be pro-rata if term time plus.
- School lunch.



- Free parking.
- Membership of the school's defined contribution pension scheme is available.
- Cycle to work scheme.
- Membership of the school's fitness centre.
- Employee Assistance Programme.
- Free or reduced price tickets to events in The Space, our Performing Arts Centre.
- Sevenoaks School Savers voluntary benefit scheme.
- Fee remission policy (terms apply).

Child Protection

All staff have a responsibility for promoting and safeguarding the welfare of children with whom they come into contact and are required to adhere to and ensure compliance with the school's Safeguarding Policy Statement at all times. If, in the course of carrying out their duties, a member of staff becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must immediately report their concerns to the Deputy Head (Pastoral).

Offer Conditions

Sevenoaks School is committed to safeguarding and promoting the welfare of children, therefore, the offer of employment is subject to the satisfactory completion of a number of background checks including but not limited to an enhanced DBS check with Children's Barred List check, the taking up and verification of references and the verification of career history and fitness to undertake the role. The complete list of required checks will be provided to the successful candidate.

Note

This job description is not intended to be a comprehensive statement of procedures and responsibilities, but instead sets out the principal expectations of the school in relation to the post holder's professional responsibilities and duties. We are looking for an individual who is adaptable, flexible and willing to carry out the wide range of duties that are likely to be required to make a success of this role.

Health and Safety

Under the Health and Safety at Work Act 1974 and subsequent legislation, the school is obliged to provide you with a workplace and working conditions which so far as is reasonably practicable, are safe and without risk to health. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others.

Application

If you wish to be considered for this role, please complete the online support staff application form at <http://www.sevenoaksschool.org/support-vacancies/>.

The closing date for applications is 21/08/2022 at 23:59.

The school reserves the right to appoint at any stage of the recruitment process. Applications may be reviewed on a daily basis and interviews may occur at any stage. We therefore invite interested candidates to apply as soon as possible.

At Sevenoaks School our mission is to ensure that students secure their full potential. We prepare young people for life in a modern, global society and seek to provide every student with excellent role



models. Having a diverse staff enhances our school community and we warmly welcome applicants from all backgrounds.

Please contact the Human Resources Office at humanresources@sevenoaksschool.org or by

telephone on 01732 467740 if you have any questions about a completed application.