



LIGHTHOUSE
SCHOOLS PARTNERSHIP

Head of IT Service Delivery

Application Pack

February 2024



A deep partnership between our schools in which our children and young people flourish

Welcome from the Chief Executive, Gary Lewis

Dear Applicant,

Thank you for your interest in the role of Head of IT Service Delivery. The person appointed will play a key part in the effective provision of IT across the Trust and will manage day to day IT support across our secondary schools.

Since the Lighthouse Schools Partnership (LSP) was started in 2016 we have experienced rapid growth. We currently number 30 schools and have nearly 13,000 pupils in our schools and more than 1,900 employees.

The post will report to the Director of Trust Services and will be a member of the Trust Services management team. We are looking for someone who can work well as part of that team as well as being an innovative 'self-starter'. We set and expect high standards in all that we do.

We need someone with enthusiasm, and drive to carry out this role. We also need someone with excellent IT support and customer service skills, an excellent people manager that will put the customer first every time.

I hope that you are interested and decide to apply. In this pack you will find the advertisement, a job description and person specification. If you wish to discuss the role informally prior to making an application, please contact our Director of Trust Services, Tim Monelle (tmonelle@lsp.org.uk) or call 01275 841396.

Applications should be submitted via our online eRecruitment system here: [Search results \(webitrent.com\)](https://webitrent.com)

Deadlines for applications, addressing the person specification, are to be submitted by midday on Monday 11 March 2024. Interviews are planned for Wednesday 20 March 2024.

Yours sincerely,

Gary Lewis, Chief Executive



Job Advert

Job Title:

Head of IT Service Delivery

Contract:

Permanent, 37 hours per week, all year round

Salary: JM2 £40,221 to £44,428 per annum

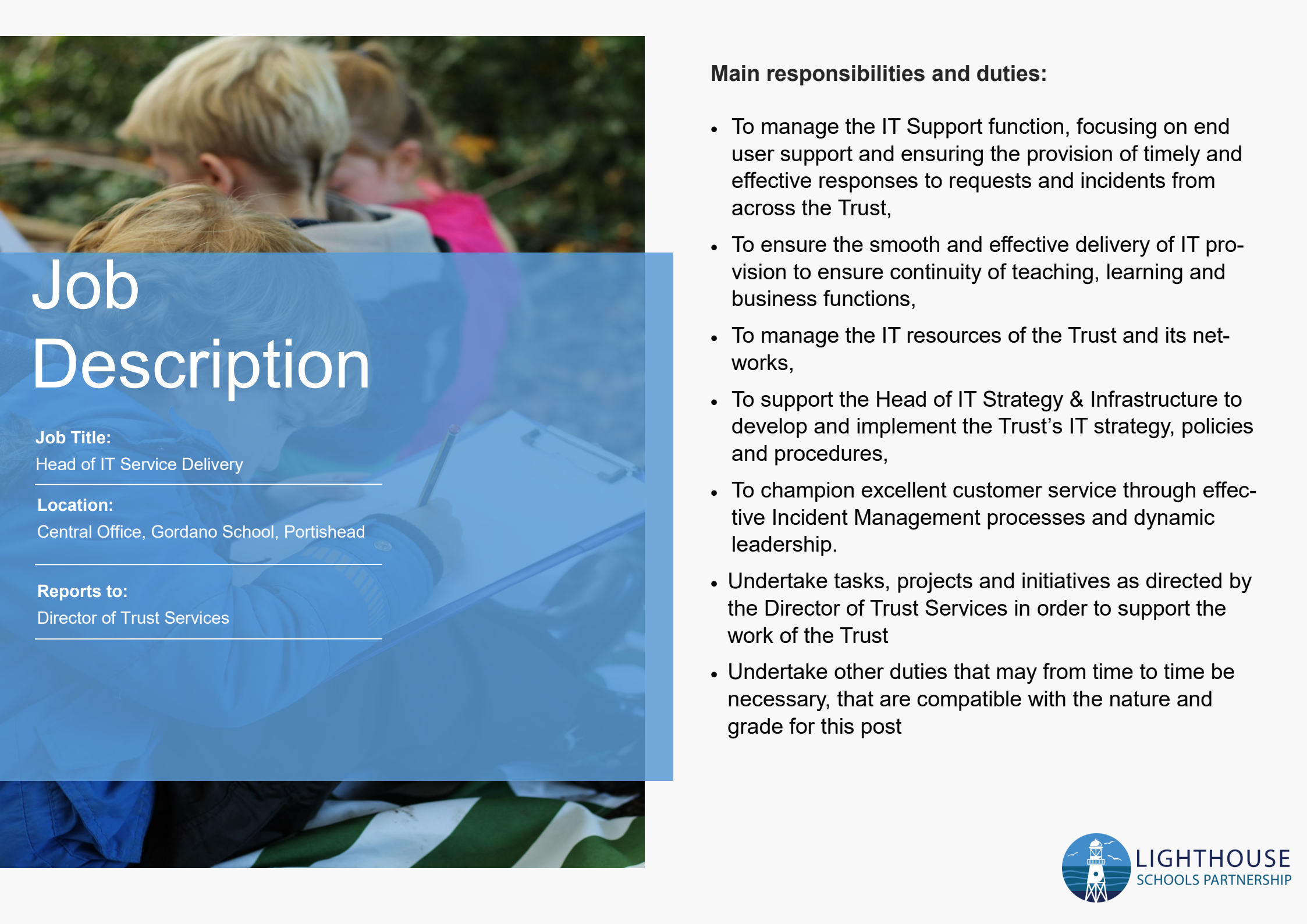
Lighthouse Schools Partnership is a Multi-Academy Trust of 30 schools.

The Trust is cross-phase and includes Infant, Junior, Primary and Secondary schools. Lighthouse Schools Partnership is a mixed MAT and includes both non-denominational and Church of England schools.

We are seeking to appoint a Head of IT Service Delivery responsible for managing multi-site IT support teams at 4 large Secondary Schools.

The postholder will also be responsible for maximising the IT investment to ensure all students and staff have the best experience. The postholder will help support the Trust's vision, values and aims.

The Head of IT Service Delivery will be based in the Central Team, office currently at Gordano School in Portishead. The postholder will be required to make regular weekly visits to all 4 secondary schools, therefore a clean driving license and access to a vehicle is essential.



Job Description

Job Title:

Head of IT Service Delivery

Location:

Central Office, Gordano School, Portishead

Reports to:

Director of Trust Services

Main responsibilities and duties:

- To manage the IT Support function, focusing on end user support and ensuring the provision of timely and effective responses to requests and incidents from across the Trust,
- To ensure the smooth and effective delivery of IT provision to ensure continuity of teaching, learning and business functions,
- To manage the IT resources of the Trust and its networks,
- To support the Head of IT Strategy & Infrastructure to develop and implement the Trust's IT strategy, policies and procedures,
- To champion excellent customer service through effective Incident Management processes and dynamic leadership.
- Undertake tasks, projects and initiatives as directed by the Director of Trust Services in order to support the work of the Trust
- Undertake other duties that may from time to time be necessary, that are compatible with the nature and grade for this post

Closing Date:

11 March 2024

Interview Date:

20 March 2024

Address:

Lighthouse Schools Partnership, St Marys Road,
Portishead, Bristol ,BS20 7QR

Tel:

01275 841396

Email:

hr@lsp.org.uk

Web:

www.lsp.org.uk

To be considered for this role you should have:

- 5 A*-C GCSE's or equivalent including English and Mathematics
- Experience of leading an IT support function
- Experience of managing IT support across multiple sites, with a large number of front end users
- Demonstration of commitment to on-going professional development
- Experience in a role where accuracy and attention to detail are essential.
- Experience in maintaining confidentiality
- Firewall management
- Office 365 administration
- Strong technical knowledge of server hardware and software technologies, networking, Microsoft server and desktop environments including Windows Server, Exchange, SQL, Windows Client OS, and Office
- Flexibility and adaptability in changing situations.
- A commitment to an excellent standard of customer service.
- Full Driving License and own vehicle

The Lighthouse Schools Partnership offers an excellent benefits package including contributory pension scheme, a comprehensive employee assistance programme and benefits (offering discounts on shopping), cycle to work scheme, electric car scheme and on-site parking.

How to apply:

Applications should be addressed to Tim Monelle (Director of Trust Services) and submitted with covering letter (no more than two sides of A4) addressing the person specification and setting out how you would make a positive difference in this role.

Applications should be submitted via our online eRecruitment system here: [Search results \(webitrent.com\)](https://www.webitrent.com)

Deadline for applications is mid-day on Monday 11 March 2024.

Lighthouse Schools Partnership trust supports Equal Opportunities Employment.

This Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. En-



LIGHTHOUSE
SCHOOLS PARTNERSHIP

Lighthouse Schools Partnership, St Marys Road,
Portishead, Bristol ,BS20 7QR

01275 841396
www.lsp.org.uk