



WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION

Job Title:	Cluster ICT Network Manager
Location:	Across the Trust (Plymouth)
Grade/salary:	Grade H (Plymouth Legacy) £39,513.00 to £43,693.00
Hours:	37 hours per week, 52 weeks per year
Reports to:	Executive Headteacher/Cluster Operations Manager (with matrix management to WeST ICT Operations Management)
Responsible for:	ICT Technicians
Key relationships:	Headteachers, other cluster-based colleagues, including Finance, HR, Estates and School Improvement

Job Purpose

The Cluster ICT Network Manager supports the effective operation of the Trust and works to uphold and promote its vision and values.

The Cluster ICT Network Manager will manage and develop all ICT services within the defined cluster of schools and lead the ICT support team(s).

The role holder will maintain and develop the ICT service and support function for the cluster in accordance with the Trust's strategic plan and in collaboration WeST ICT operations, optimising the day-to-day delivery of ICT services and support through a managed service model. This will include managing service delivery performance for all applicable services and corresponding support through SLAs and other key metrics, as well as management of issues resolution, regulatory compliance, budget management, and participation in rationalisation and optimisation activities.

Main Duties and Responsibilities:

Leadership and Management

- At all times demonstrate and uphold WeST's core values, ensuring that behaviour, actions and decisions align with the principles that guide our work, ensuring customer experience and educational support are front and foremost.

- Work collaboratively with WeST to support the development of the ICT vision, strategy and plans to match educational aspirations.
- To be responsible for the operational availability of all ICT services and corresponding support to the Cluster.
- To support and align with the WeST operating model and organisational design requirements.
- Develop, manage and optimise cluster ICT services, ensuring that availability, capacity and performance levels are sufficient to support the teaching, learning, management and administration objectives of WeST and the cluster schools.
- Regularly monitor and review the Cluster ICT Technicians work through the PDR process and mentoring.

Operations

- Ensure that all works, including incidents, changes and request fulfilments are captured accurately within the appropriate toolset to ensure provision to the Cluster and WeST of meaningful management information.
- Proactively manage ICT across the Cluster to ensure ICT services remain robust.
- Prioritise, investigate and manage ICT related incidents to closure, escalating where required and providing clear communication to all stakeholders. To ensure that there is an incident management process.
- Work with WeST on all ICT assets owned by cluster schools, from procurement to disposal, and ensure an accurate ICT asset register is maintained.
- Secure best value-for-money support licences & manage their renewal process.
- Maintain data back-up procedures within the Trust's business interruption policies.

Network Management

- Collaboratively manage the procurement of ICT resources with WeST to meet Government targets in accordance with purchasing regulations, utilising the WeST supplier hierarchy and within the relevant ICT budget in order to achieve optimum value.
- Ensure effective ICT service continuity practices, procedures and documentation are in place and that regular testing of the process is completed and documented.
- Manage and work to minimise outages and ensure third Party Supplier recovery and contingency plans are in place and captured.
- Ensure an effective access management process is documented and fulfilled, performing regular audits of ICT permissions.
- Interface with cluster and WeST ICT Operations to coordinate maintenance windows and deployment timings.
- Monitor the use of ICT systems and report inappropriate behaviour to the relevant authority under the terms of the WeST policies relating to child protection, e-safety and data protection.
- Work under WeST guidance in the effective management and delivery of individual projects aimed at developing and enhancing the ICT services across the Cluster and WeST.

Developmental

- Work under WeST guidance assisting in the strategic development, deployment and support of E-learning across the curriculum.
- Work collaboratively with WeST to identify, organise and help implement an on-going training structure that enables all staff to maximise their use of ICT services in their roles.
- Attend and participate in all relevant meetings, training and learning activities as required by the Trust.
- Provide performance metrics through reporting data and information to stakeholders as required by the cluster and WeST.
- Make suggestions and recommendations for technology and service enhancements and optimisations for the Cluster and WeST.
- Support the WeST approach to collaborative working across the estate of the Trust, utilising local knowledge and resources when required and providing knowledge and resources when necessary.

- Highlight, initiate and manage the execution of continuous service improvement opportunities in the cluster.
- Develop an understanding of, and collaboratively assist in the implementation of, industry best practice methodologies such as ITIL and Agile.
- Work collaboratively with WeST on the rationalisation, standardisation and centralisation of systems and services as required.

Other

- To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
- To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
- Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
- To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
VALUES-BASED BEHAVIOURS - It is important to us that your values align with ours:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	E		X
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes	E		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	E		X
Integrity:			
Acting always in the interests of children and young people,	E		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	E		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	E		X
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	E		X
QUALIFICATIONS:			
Professional qualification in ICT, network management/information systems	E	X	
Foundation Project/Service Management qualification (APM, Agile, ITIL or similar)	D	X	
EXPERIENCE:			
Proven experience installing, configuring, and maintaining products and services	E	X	X
Proven hands-on hardware and software troubleshooting experience	E	X	X
Experience of managing people	D	X	X
Experience of managing budgets	D	X	X
Project management experience	D	X	X
IT service management/delivery experience	D	X	X
Strong performance measuring and monitoring experience	D	X	X
KNOWLEDGE, SKILLS AND ABILITIES:			
High level of team, interpersonal and communications skills.	E	X	X

A broad range of technical and system knowledge covering design, implementation and operation.	E	X	X
An awareness of digital landscapes including cloud services and automation.	E	X	X
A logical, calm, organised approach to problem solving with proven analytical abilities	E	X	X
Proven ability to effectively prioritise and execute tasks in a high-pressure environment, ensuring deadlines are met	E	X	X
A knowledge and the experience to develop and oversee all ICT Services in the College.	E	X	X
The knowledge and experience to diagnose and remedy faults to ensure an efficient and effective 24/7 service.	E	X	X
The experience and desire to project design, purchase and oversee installation of new ICT facilities and capabilities.	E	X	X
The confidence to plan and assist in the delivery of staff ICT training.	E	X	X
The desire to be a vital part of the WeST ICT function and to play a role in all operational and governance based activities.	E	X	X
A high level of initiative, enthusiasm and willingness to work in a collaborative manner.	E	X	X
Understanding of the impact of Health and Safety and Data Protection legislation in the context of ICT.	E	X	X
A knowledge and the experience to develop and oversee all ICT Services in the College.	E	X	X
A belief and an understanding of the power of ICT in administration via SIMS and teaching and learning across the curriculum.	D	X	X
The ability to relate and communicate to young people.	D	X	X
Proven ability to conduct research into product issues and products as required.	D	X	X
Ability to present ideas in business-friendly and user-friendly language.	D	X	X
Highly self-motivated and directed.	D	X	X
Keen attention to detail.	D	X	X
Strong customer service orientation.	D	X	X
Promoting a team-oriented, collaborative environment.	D	X	X
Adapts to and adopts change and works effectively without necessarily having the total picture	D	X	X
FURTHER REQUIREMENTS:			
Some knowledge of safeguarding and child protection legislation.	D	X	X
Ability to travel between sites	E	X	