



Welcome to our Trust

Assistant Trust ICT Manager
Recruitment Pack



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Welcome to Anglian Learning



Thank you for your interest in the position of Assistant Trust ICT Manager.

Anglian Learning is an ambitious, forward-looking multi-academy trust. Our members share the firm belief that all young people deserve to have access to an excellent education and exciting opportunities, which in turn will help prepare pupils to thrive in their local, national and global communities.

This is reflected in our Core Purpose of Transforming Together to enable inclusive and aspirational learning in every classroom, empower leaders across every academy, and ensure inspiring opportunities and educational success for our learners, people and communities.

Our organisation has been founded on strong collaborative and trusting relationships, where everybody is committed to sharing their successes, but equally open to innovative ideas and alternative perspectives. We also passionately believe that our most valuable resource is our people, and if you apply and are successful in your application, we promise to develop and support you in your career, as well as provide a caring, friendly environment in which to work.

For an informal discussion regarding this role, please contact Richard Mayer, Director of ICT, at rmayer@anglianlearning.org

I hope that you find the following information useful. If you wish to make an application for this vacancy, please see the instructions within.

We look forward to hearing from you.

Jonathan Culpin
CEO, Anglian Learning



Our Values:

Aspiration

We are ambitious for ourselves and all those in our community to be the best we can be.



Community

We underpin our relationships with a culture of support, respect and trust, recognising we are stronger together.



Empowerment

We enable our academies, staff and learners to embrace new ideas and think creatively.



Inclusivity

We believe in equality of opportunity, celebrating everyone's differences and supporting learners of all abilities from all backgrounds.



About Anglian Learning

Founded in September 2016 by four community-facing secondary schools committed to sharing knowledge and providing mutual support, Anglian Learning has grown to become one of the leading school trusts in the region.

Educating more than 11,000 pupils and employing over 1,600 staff across three counties, pupils, their families and the wider community benefit directly from the resources, time and expertise given by our Trust. While each school retains its own unique identity and ethos, we are collectively passionate in our belief that we are stronger together.

Alongside this, our Trust remains committed to its heritage, which is rooted in local communities. Several of our schools provide adult learning opportunities and support for local groups and societies. We also operate our own sports centres under Anglian Leisure. Local, high-quality quality and representative governance of schools is a key aspect of our leadership structure.

In addition to our commitment to celebrating our community ethos, we believe strongly in empowering our people. The role of our Trust is to provide the environment in which colleagues can grow, develop and flourish in their role. Our central team provides extensive, expert and rapid advice and support in human resources, curriculum development, inclusion, finance, ICT, business support and operations. Therefore, our schools have the capacity and focus to drive school improvement in the curriculum, teaching, behaviour and in establishing the healthy culture and ethos that underpins this.



Educating more than

11,100

pupils

Employing over

1,650

members of staff

3

counties

22

academies

About the Technical Services Team

The Technical Services Team at Anglian Learning is centralised in structure and operates in geographically distributed fashion with teams based across the secondary schools of the Trust.

The purpose of the Anglian Learning Technical Services Team is to:

- Support students, staff and governors in their use of ICT.
- Design, implement, manage and administer central systems.
- Develop new facilities to enhance existing systems or provide a solution to a need.
- Advise Trust and school leadership teams on new developments in technology that could enhance student learning, the work of teachers and the administrative and community focused functions of the organisation.
- Maintain the highest standards of ethical, moral and legal practice in all aspects of its work.

A group of several Trust ICT Managers are each responsible for a cluster of schools and take on specialisms in certain technical areas to laterally lead across the team. Together with some Assistant Trust ICT Managers, Director of ICT and Deputy Head of ICT, they form the Technical Services Leadership Team. TSLT are embedded within school communities, liaise closely with school leaders, set policies and define the strategic technical direction of the organisation.

Senior ICT Technicians take on a 2nd line role and together with the ICT Technicians and Junior ICT Technicians primarily focus on the critical work of user support, but also have a variety of opportunities available for professional development. The team are fortunate to also have a Technical Services Administrator who provides support across a range of administrative functions, including coordinating regular recharges, overseeing the website portfolio, supporting user on-boarding and providing capacity on the Helpdesk.

The team close around 15000 user tickets each year and supports a wide variety of end user technologies from Apple, Google and Microsoft, with M365 forming the basis of the Trust's communications strategy. Keeping a concise but flexible portfolio of central services, the team also develops systems internally, where appropriate, including the Trust's own Visitor Management System, User Provisioning services and Single Central Record reporting tool.

Prospective Technical Services colleagues can expect to join a dynamic, friendly, forward-thinking team who are committed to providing the very best experience they can to the students, staff and communities users that utilise ICT across the Trust's 22 school schools.

Working for Anglian Learning

One of our core design and decision-making principles is that we constantly strive to build a healthy organisational culture, central to which is making sure we are a learning community where everyone can achieve their potential. We create a strong sense of belonging and a place where staff feel appreciated and fairly rewarded for the work they do. We are a flexible employer that supports colleagues to balance their lives and recognises how staff give back to our young people.

Staff survey

Our most recent staff survey indicated that a high proportion of staff:

- Feel as though they belong within Anglian Learning
- Agree that they are provided with relevant opportunities for professional development
- Feel that there is a positive culture of psychological safety within their school
- Have high levels of job satisfaction and happiness at work
- Would recommend our organisation as a great place to work
- Almost all staff who responded to the survey feel part of a team within their school and can rely on colleagues for support when needed.

Joining Anglian Learning comes with a range of benefits, fostering both personal and professional growth. Our coaching and mentoring programmes are designed to offer tailored support that enhances your skills and career development. For further information about the opportunities available for this role please contact Richard Mayer, Director of ICT, on rmayer@anglianlearning.org.

Benefits

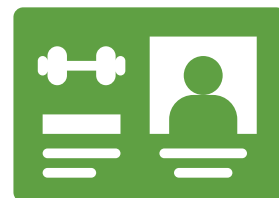
Other benefits and support available to all Trust employees include:



Career Average
Revalued Earnings
Pension Scheme
(CARE)



Cycle to Work Salary
Sacrifice Scheme



Free membership to all
Anglian Learning Sports
Centres



20% discount on
Anglian Learning Adult
Education Courses



Professional Development
Scheme Policy



Employee Assistance
Programme offering a
range of services to
staff and their families



Specsavers VDU Vouchers



Boots Flu Vouchers



Access to a wide range of
discounts on high street and
online shopping via 'Teacher
Discounts' and the 'Blue
Light' card



Role Summary

The successful candidate will assist in the management and support of the ICT systems across the Trust and take an active role in alignment projects, as part of new school on-boarding, or with existing schools.

This position will be an associate of the Technical Services Leadership Team, which forms strategy and policy.

They are to advise on, and support, the development of ICT use in school curricula and administrative functions whilst ensuring that schools are compliant with all current legislation and best practice principles.

The role requires line management to a selection of ICT Technicians, Junior ICT Technicians and Apprentices, and supports the Trust IT Manager in overseeing the ICT Maintenance, Hardware and Licensing budgets for certain schools within the cluster.

The Assistant Trust ICT Manager will work closely with School Leadership Teams to understand local curriculum and demographic needs, and will be professionally active in the wider educational and technological community.

Job Description

Assistant Trust ICT Manager



SALARY:	Cambridgeshire SO2, point 26- 28 (£37,279 - £39,152 FTE*) *Pay award pending
HOURS:	Full time 37 hours per week/ 52 Weeks per year
PENSION:	LGPS Pension Scheme
ANNUAL LEAVE:	Starts at 25 days plus Bank Holidays, more for those with local government continuous service.
DISCLOSURE LEVEL:	Enhanced DBS
LOCATION:	School-based working 5 days per week. The office base will be at Soham Village College, with regular travel to other sites within the cluster as necessary, as well as occasionally beyond, including the Marleigh Primary Academy
RESPONSIBLE TO:	Trust ICT Manager

MAIN RESPONSIBILITIES

Systems management

- Troubleshoot systems as required, including servers, the client estate, telecommunications and switching infrastructure to effectively sustain operational activities
- To provide an efficient ICT support service to all staff and pupils
- To ensure maintenance of the Trust's ICT Asset Register
- To play an active role in keeping all necessary documentation and guidance up to date
- To oversee the development and continuity of websites and E-Learning tools
- To provide advanced technical support, including ensuring security of hardware, maintaining back-up systems and working with suppliers and engineers to purchase and install new systems
- To contribute to the management of the central service monitoring system

Strategic planning and new technologies

- To lead on cross-site and Trust-wide projects, as coordinated by the TSLT
- To prepare action plans for the development of curriculum and administrative ICT use
- To engage in procurement exercises in accordance with wider strategy
- To develop networking infrastructure and ensure sound ability to utilise new technologies and pedagogy, in accordance with wider strategy.
- To support TSLT in performing Due Diligence exercises at schools prospectively joining the Trust.
- To keep abreast of technological developments and raise those which would bring benefit with the schools and Technical Services Leadership Team

Develop the use of ICT in the curriculum and administration

- To advise on and support the implementation of ICT in the curriculum
- To advise on and support the development of ICT use within school administration processes
- To liaise with appropriate third parties who provide systems and services to the school
- To evaluate and control the use of software on school systems
- To ensure suitable support is available to staff and students using ICT rooms
- To ensure that appropriate training is available to staff, as well as trainee teachers and volunteers, where appropriate, such that they are familiar with their school's ICT facilities and are able to make full use of them, within their remit
- To communicate developments to staff, students and parents
- To participate as a member of staff at the cluster's schools, supporting initiatives and objectives

To ensure compliance with all legislation and best practice principles

- To support TSLT in ensuring that schools comply with Health & Safety legislation in relation to ICT hardware and use
- To support TSLT in ensuring that the schools are acting responsibly and legally with respect to copyright, computer misuse and data protection (GDPR) and to support the Senior Leadership Team and Head of ICT in the process of monitoring student ICT use

To line manage a selection of ICT Technicians, Junior ICT Technicians and Apprentices

- To line manage, provide direction, support and quality control to the work of the Technicians.
- To promote close working by colleagues at all levels within the wider Technical Services Team, to share ideas, cross-skill and mutually support one another's work
- To assist in the management of the central Helpdesk system, ensuring tickets are handled in a timely manner and appropriate resolutions to matters raised

To manage the ICT Maintenance, Hardware and Licensing budgets for certain schools within the cluster

With the support of the Trust IT Manager, to:

- Manage the ICT Capital expenditure forecast for schools, within the framework of the ICT wider strategy, working closely with school Leadership Teams to identify priorities for investment
- Manage the ICT Maintenance, Hardware, Licensing and other associated budgets for schools within the role's direct responsibility
- Support and advise all stakeholders in achieving the best value in ICT expenditure

General Responsibilities

- Provide leadership, support and performance management for the staff in the Technical Services team, responding sensitively to a wide range of interpersonal demands
- Ensure that high standards of professional behaviour, performance and customer care are achieved
- To maintain own professional development and to participate and actively take part in the appraisal process of the Trust
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace
- To comply with the Trust's Data Protection, ICT, Safeguarding and all other organisational policies and procedures
- This job description is not necessarily a comprehensive definition of the post
- Other duties and responsibilities, express and implied, which arise from the nature and character of the role and are commensurate with the grade of the post

Qualifications and Training

Essential:

- Educated to GCSE level (or equivalent qualifications / experience) with a good standard of general education.
- Relevant Microsoft qualifications or equivalent, proven, practical experience

Desirable:

- Level 3 qualification in a related subject
- CompTIA A+ Certification
- Microsoft qualifications, including legacy
- MCSE, MCSA or MCITP

Experience

Experience & Knowledge

Essential:

- Considerable experience working in a technical support role, ideally within an educational environment.
- In-depth knowledge of ICT hardware, software and networking, including subnets, VLANs, switching, IP and wireless technologies.
- Deployment, management and usage expertise in Windows 10/11, Server 2022+, Domain Management and Microsoft 365.
- Significant experience of working with managed Helpdesk and Asset Management software.
- Demonstrable experience in asset lifecycle planning and administration.
- A clear understanding of the diagnostic process.
- Proven knowledge of networking within an HP/Aruba or similar environment.
- An appreciation of the principles of data flow, automation and systems integration.
- Significant demonstrable experience working with several of the following:
 - Windows Deployment Services
 - Virtualisation technologies, such as
 - VMWare and/or Hyper-V
 - Servicing desktop/laptop Hardware (e.g.
 - Dell/HP)
 - Management of Mac OS and iOS using Jamf and Apple School Manager
 - Microsoft 365 Administration of identity protections and Teams provisioning
 - Papercut print management
 - Access control systems

Desirable:

- An aptitude for web based programming and development, ideally using PHP, JS, MySQL, HTML5.
- Access Control and CCTV systems management.

Professional Qualities

Essential;

- An aptitude for guiding and supervising the work of colleagues within the Team
- A commitment to Continued Professional Development, including recent examples of formal and informal learning.
- An ability to lead projects and think strategically
- A proactive approach to bringing forward ideas to decision makers
- An eye for detail and aptitude for methodical record keeping
- Organisational skills in relation to systems, users and equipment
- Ability to work independently and collaboratively with colleagues
- Excellent communication skills, including the ability to patiently support and advise non-expert colleagues
- Ability and willingness to learn new skills
- Flexibility in relation to tasks carried out within broad remit
- Ability to reliably maintain confidentiality
- An interest in education
- Commitment to the ongoing development of ICT provision in schools
- To be able to lead and take responsibility for projects
- Willingness to work within established frameworks
- Ability to train, teach and demonstrate skills to colleagues

Desirable;

- Line management experience
- Budget management experience
- Contributions to the crafting of policies and procedures

Other Requirements

- Highest levels of integrity and probity and a commitment to highest levels of effort, endeavour and focus on standards.
- Openness combined with commitment to good governance
- A commitment to safeguarding and promoting the welfare of children and young people
- Be able to travel regularly between Anglian Learning sites
- Flexibility and a willingness to work outside normal working hours when required to meet the requirements of the Trust
- Ability to prioritise and manage time effectively using initiative and problem solving skills as required
- Energy and enthusiasm for the role and delivering a service that strives for excellence
- Commitment to personal and professional development
- Be a team player with the ability to work as a team as well as independently
- The ability to establish effective working relationships at all levels within an organisation and external to an organisation
- Resilient and able to meet deadlines
- Ability to prioritise multiple tasks and keep abreast of changing schedules and developments
- Enthusiastic, highly motivated with an enquiring mind and passion for excellence

How to apply

Dates

CLOSING DATE: Monday 27th July 2026

INTERVIEW DATES: Weeks commencing 27th July and/or 3rd August 2026

START DATE: September 2026

We reserve the right to close this advert prior to the publicised closing date if we receive a high volume of suitable applications. Applications will be reviewed as received so please apply early to avoid disappointment!

If you are passionate about Technical Services and meet the person specification we invite you to apply for this exciting opportunity via www.anglianlearning.org

To find out even more, have an informal discussion or arrange a visit to the Trust, please contact Richard Mayer, Director of ICT, at rmayer@anglianlearning.org

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. Therefore, all posts within the Trust are subject to robust pre-employment checks including but not limited to an enhanced Disclosure and Barring Service check

This job does not entail work that would be considered regulated activity. Appropriate pre-employment checks will be undertaken relevant to the role. This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR, Safeguarding and Recruitment can be found on our website: www.anglianlearning.org.

We value diversity and welcome applications from all, including those with protected characteristics under the Equality Act. Should you require reasonable adjustments to support your participation in an Anglian Learning recruitment campaign please do not hesitate to get in contact as we are happy to discuss your requirements.'

Flexible working, including part-time hours and job shares, will be considered for all Anglian Learning roles with the exception of where this is not compatible with the business needs. Should you be interested in flexible working please indicate this on your application.

Privacy Notice for Job Applicants - <https://anglianlearning.org/information/data-protection-policies/>

Please note the photo(s) of pupils attached to this notice were used under the legal ground of consent, for the purpose of preparing publications that promote the schools.



Get in touch

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