



**Application Pack for the position of
ICT Technician**

Glenthorne High School
Required as soon as possible

www.glenthorne.sutton.sch.uk

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JOB DESCRIPTION

POST TITLE:	ICT Technician
GRADE/SCALE:	Grade 4/5
REPORTING:	ICT Network Manager
HOURS:	Full time – 36 hours per week (8.30am - 4.15pm Monday to Thursday, 8.30am - 4pm Friday), 52 weeks per year

MAIN DUTIES/RESPONSIBILITIES

Key Responsibilities

To ensure the successful operation of security and provision of technical support for all Trust computer, electronic communication systems and networks on a day-to-day basis including ensuring all ICT equipment is in working order. Provide high quality IT support to schools within the Trust-with occasional visits to other schools in the trust.

General Responsibilities:

- Maintain Trust network hardware and equipment:
 - Ensure that equipment is working and remedy any problems as appropriate.
 - Monitor and advise on the security of all network equipment.
 - Prepare devices for loaning and check items on return. Maintaining an inventory of loans.
 - Service and repair projectors and other AV equipment.
 - Printing and providing ID cards for printing and access control.
 - Ensure the school's access control system is working effectively
- Supervise the day to day running of Trust networks & Cloud platforms, including:
 - User and email administration.
 - Application implementation and roll-out.
 - Monitor and maintain network security in consultation with line manager.
 - Maintain all network equipment to ensure availability of network services.
 - Maintain and develop Sharepoint, ensuring appropriate level of access for staff members.
 - Assist with the setting up presentation equipment for events and assemblies (including occasional out of hours)
- Provide advice and support to staff and pupils as directed by Line Manager, including:
 - The use of ICT equipment.
 - Development of ICT skills and software familiarisation including Office 365, Teams, Azure and Windows system.
 - Support employees with all software including: SIMS Connected, Arbor and Microsoft 365 applications.

- Assist Line Manager with equipment acquisition:
 - Order ICT equipment and consumables as required.
 - Research ICT agencies and suppliers to ensure best value in purchasing resources.
 - Maintain knowledge of current developments in ICT and recommend improvements to current systems and equipment.
- Observe and advise on Health and Safety good practice.
- Meet regularly with the ICT team on routine operational issues relating to the Trust's ICT facilities.
- Liaise with all stakeholders including CEO and Headteachers to support and develop ICT across the Trust.
- Maintain accurate helpdesk call logging for support issues raised by network users:
 - Log calls from staff and pupils.
 - Update users with the status of issues.
 - Resolve tickets in timely manner.
- Help to support and train staff on individual responsibilities under GDPR law.
 - Ensure systems and users comply with GDPR rules.
 - Report data protection concerns including those relating to security and retention immediately forwarded to the Trust Network Manager and DPO.
- Ensure documentation is up to date and appropriate filtering and other safeguarding systems are always working effectively throughout the Trust.
- Escalate issues to Network Manager with suggestions of practical solutions.

Other Responsibilities

- Audit of all ICT equipment in Trust and ensure accurate records are maintained and kept up to date. Ensure items are security marked where appropriate and disposal is managed sustainably, recycling where possible.
- Ensure ICT offices and equipment rooms are tidy and secure when not in use.

All Staff

- To work collaboratively within immediate team and the wider school community
- To be fully committed to the safeguarding and promotion of welfare for all young people.
- To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality, and data protection. Reporting all concerns to the appropriate person.
- To undertake any other duties as may be required from time to time by CEO, Headteacher or Line Manager

The Willow Learning Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

ICT Technician

Qualifications or Training:	Essential 1. Minimum of GCSE Grade C in English, Maths and Science or equivalent 2. Basic understanding of client operating systems (Windows, iOS, Android, OSX)
Practical Skills:	Essential 3. Confident in maintaining and using a range of computer hardware, networking equipment, software and cloud devices 4. Confident in the use of and supporting Office 365 5. Experience and high level knowledge of SIMs and Microsoft Teams. 6. Confident in using Active Directory and Group Policy on a day to day basis Desirable 7. Experience of working in a network-based environment 8. Working knowledge of Windows Server 2016-2022 9. Understanding of HTML or web design 10. Experience of LGFL's services 11. Print Management products such as Papercut
Personal Qualities & Attributes:	Essential 12. Enthusiasm and commitment to the aims of the school, including equal opportunities 13. A conscientious and flexible approach to work including possible evening and weekend working with some multi-site working. 14. Willingness to participate in, and show commitment to, own continuing professional development 15. Self-motivated and able to work on own initiative, prioritising and setting personal targets, as well as being able to work as part of a team 16. Good time management and organisational skills 17. Ability to deliver high quality service and meet deadlines whilst under pressure in a calm and collected manner. 18. Willingness to work outside office hours on occasion when the need arises. 19. Ability to communicate effectively and confidently both verbally and in writing with a good standard of written and spoken English. 20. Ability to foster good working relationships with staff and pupils at all levels. 21. Show an understanding of safeguarding responsibilities and the need to work within the school's Safeguarding Policy. 22. Commitment to equal opportunities and inclusivity. 23. Presentation of an appropriate professional image in order to adhere to the school's Dress Code for staff 24. Appreciation of the issues of confidentiality and adherence to data protection regulations.

The Willow Learning Trust is an equal opportunities employer and welcomes applications from all the sectors of the community. We are committed to protecting our pupils and staff and therefore have a rigorous recruitment process which include assessing candidates suitability to work with children. Candidates will be shortlisted against the above essential criteria assessable from application forms. Issues relating to safeguarding and promoting the welfare of children will be explored during the interview process.

INFORMATION FOR APPLICANTS



Glenthorne High School is a successful, over-subscribed, mixed comprehensive school for pupils between the ages of 11 and 19 situated in the London Borough of Sutton. In July 2017 we became part of the Willow Learning Trust with two local primary schools: Aragon and Abbey.

We believe in Achievement for All. We have a reputation for excellence and are well known for high standards of achievement and behaviour. Significant investment in facilities over the last few years has seen the building of a new 6th form facility and most recently a MUGA (Multi Use Games Area).

We were inspected by OFSTED in November 2021 and were judged good with outstanding in Behaviour and Sixth-form provision. Inspectors recognised 'pupils are happy and safe and behave exceptionally well'. Relationships between staff and pupils are excellent. Also recognising Leaders and staff high expectations of pupils and that pupil do well in their subjects and are focused on doing their best.

The school was designated as a National Teaching School in March 2013 and we developed the Sutton Teaching School Alliance to support professional development and further improve best teaching practice across the Borough of Sutton. Glenthorne became a SCITT in 2014, leading secondary and primary schools in Sutton and Merton to deliver high quality ITT. The SCITT was judged 'Outstanding' in 2021. The SCITT comprises of over 20 high-performing local, yet diverse secondary and primary schools, which have made rapid progress over recent years, have high expectations of students and view teacher training as the key to future success.

We also have a specialism in the arts. We are a centre of excellence in the arts and hold the Artsmark Gold Award. We hold the Challenge Award recognising excellence in meeting the needs of our more able pupils. Professional development is encouraged at all levels of the school and is supported by performance management.

We value professional development and there are opportunities to develop subject, pastoral, and management skills.

Our priorities are to continue to improve specific aspects of teaching and learning, develop our curriculum and raise standards of attainment. Standards achieved by our pupils in public examinations are high; GCSE & A level results stand at:

- 44% of entries obtained A*/A grades or 9-7 grades

- 89% of pupils gained at least a standard pass in English and Maths
- 76% of pupils gained at least a strong pass in English and Maths
- 93% of pupils achieved at least a standard pass in English Language or Literature.
- 87% of pupils achieved at least a strong pass in English Language or Literature.
- 90% of pupils achieved at least a standard pass in Maths.
- 79% of pupils achieved at least a strong pass in Maths.
- A Level results at 100% with 89% A*- C grades.

The curriculum at Glenthorne is organised into Subject Areas, each with its own Subject Leader. In Year 7, pupils are set in core subjects and languages with mixed-ability groups for other subjects. A wide range of GCSE and A [Level courses](#) are taught together with BTEC and other vocational courses. Subjects are taught in their own suites of well-equipped classrooms. Extra-curricular activities are a further strength of the school. Subject Areas encourage a wide range of extra-curricular activities - visits to galleries and theatres, clubs in Science and Technology, field trips, museum visits and so on. Recent school productions have included "We Will Rock You", "Mary Poppins" and "Oklahoma". All involved over 100 pupils and proved to be huge successes.



Sport is a key area of achievement and the school runs a Football Academy for Sixth Form students. We run many teams and clubs in a variety of different sports. There is also an excellent [Challenge Week for all KS3 students in July each year designed to promote teamwork, problem solving, creative thinking and resilience.](#)

Pupils at the school are organised in mixed-ability tutor groups with nine (ten in Y7/8 & 9) in each year group. Most form tutors and Heads of Year move up the school with the year group. Together they play an important role in the monitoring of pupil progress as well as in supporting individual pupils. All pupils and staff are all allocated to one of four Houses: Rollason, Seacole, Turing and Morris, providing opportunities for pupils in all year groups to work together in friendly competition.

The SEN Department at the school is fully committed to supporting the needs of pupils who experience learning, behavioural or emotional difficulties. We offer a wide provision of intervention and support encompassing literacy, numeracy, speech and language, social skills, anger management and individual mentoring.

We also offer a wide variety of benefits including Electric car scheme, cycle to work, Benenden Healthcare, on-site parking and generous pension scheme.



Willow Learning Trust is committed to promoting a positive and diverse culture in which all staff and young people are valued and supported to fulfil their potential irrespective of their age, disability, race, religion, belief, sex or sexual orientation. The Trust works hard to provide a working environment and management practices which balance the drive for high standards and expectation with the need to promote employee wellbeing and good health.

Please note the Trust is committed to promoting and safeguarding the welfare of all our children and staff. As such, all posts are subject to an on-line check, enhanced DBS disclosure and pre-employment checks.

For further information about the school, please visit our website at www.glenthorne.sutton.sch.uk

GUIDANCE TO APPLICANTS

Please read these carefully before making your application.

THE APPLICATION FORM

Please complete in **black** pen or type. Additional sheets may be used.

The application form will play a key part in whether you are called for an interview, so it is important that you take your time and complete it as fully and accurately as possible.

When selecting candidates for interview we have to base our decisions on the information you give us. The Person Specification is enclosed with this application form. This is a list of the skills, knowledge, qualifications, experience, aptitudes and abilities that are required to perform the job. When we read your application form we will be looking for evidence of examples which demonstrate how you meet the criteria in the person specification. You must include sufficient evidence and examples to show that you meet the requirements.

PERSONAL DETAILS

For monitoring purposes we would ask that you provide the information requested on the Equal Opportunities Monitoring Form at the back of the application form. This form is removed before shortlisting and will be destroyed after monitoring.

CAREER HISTORY

This is the record of your work history. It may include periods of unpaid or voluntary work as well as paid employment e.g. you may include time spent as a carer for one of your family or a voluntary helper in a school. Please account for any gaps in your employment history.

If the title of the position does not make it clear what work you did e.g. twilight crew, canvasser, please briefly describe the main duties.

You may continue on another sheet if you need extra space.

EDUCATION, QUALIFICATIONS, TRAINING

The Person Specification may ask for specific qualifications or training. You should list the relevant qualifications or courses undertaken. Where you have additional qualifications or training, mention these if they relate to your knowledge or skills. Proof of qualifications will be required at interview.

STATEMENT OF SUITABILITY

This section is your opportunity to show us that you meet the Person Specification. Take each criterion of the Person Specification and tell us the details of your knowledge and experiences. Give specific examples of things you have done which demonstrate your ability.

When reading your application, we cannot assume that because you have experience you also have the ability to carry out a task and vice versa. You may have experience of managing staff, but we need to know how you motivated your staff. We don't expect you to have formal experience, but if you can show that you have the ability to do the component tasks, that will be equally acceptable e.g. to organise a meeting you need to be able to: liaise with others, book accommodation, organise refreshments, and compile agendas.

You may already have prepared a CV and want to send that instead of answering the Statement of Suitability. You may send it, but you must also complete the Statement of Suitability. CVs often list the jobs you have had and their responsibilities, but they often do not properly describe your skills and abilities. It is unlikely that we will be able to find enough evidence in a CV alone.

You may use examples and evidence from outside paid employment. You may use examples from voluntary work or your hobbies or interests.

PRE-EMPLOYMENT CHECKS & ONLINE CHECKS

If you are offered the post, the offer will be made subject to receipt of satisfactory references, online check, pre-employment medical clearance, an enhanced DBS disclosure and, for teaching staff, a check on your teaching qualification status. If your referees do not confirm what you have told us, we may want to discuss this with you.

We will ask you to complete an online Medical Questionnaire which will be sent to our Occupational Health Department. It is their job to make sure that you are fit to do the job we have offered you. In some instances,



you may be asked to go for a medical examination. You will also be asked to supply evidence of any qualifications that are required.

All employees are required to have DBS clearance. Unless you have a clearance issued within three months of being appointed, and have had no break in employment, we will require a new check to be carried out.

RELATIONSHIPS

We do not have a policy of excluding people who are related to school staff, Trustees or Governors, but if you are related to someone we will make sure that they are not involved in the selection process for this post. If we find out after you have been appointed that you are related to someone who interviewed you, we may dismiss you. 'Related' includes co-habiting with someone.

INTERVIEWS

Glenthorne has a policy of using a wide range of selection methods to assess whether people meet the criteria. All teaching staff will be asked to take a lesson but you may also be asked to take an ability test, do a presentation or other work related exercise. You will be advised of any method being used for the post when called for interview.

Prior to interview you will be asked to complete a Criminal Records Self Declaration, any issues of concern arising from a reference and/or Self Declaration will be explored during the interview process. At interview you will also be asked questions related to your Personal Statement, safeguarding and promoting the welfare of children.

COMPLAINTS

The school is keen to ensure equality of opportunity in its recruitment and selection process. If you think that you have been discriminated against during the selection process on the grounds of your race, age, gender, marital status, caring responsibilities, gender re-assignment, sexual orientation, social class, religion, belief or disability you may make a complaint and we will investigate. If you feel you have been unfairly treated you must contact the CEO, in writing, within 3 working days of being rejected after an interview. You should explain the reason for your complaint to the Headteacher, or his/her representative. The CEO, or his/her representative, may want to talk to you before confirming the outcome of the investigation.

DATES FOR YOUR DIARY

The deadline for applications is **11.59 pm , Sunday 3rd November 2024**

We reserve the right to interview and appoint before the closing date should a suitable candidate apply.

JOINING DATE: As soon as possible





The Willow LEARNING TRUST KEY BENEFITS



PROFESSIONAL DEVELOPMENT

- Comprehensive programme of professional development for teaching and non-teaching staff
- A long and successful track record of supporting teachers from ITT, through ECT and into leadership roles
- Bespoke ECT programme
- Collaborative opportunities to work on innovation and in partnerships across the Trust
- Apprenticeships opportunities to support the development of staff new to role

WELLBEING

- 24/7 Employee assistance programme
- 50% discount on Benenden healthcare
- Opportunities for flexible working
- Hybrid working available for suitable posts
- PPA time that can be worked from home (Primary Schools only)
- Protected 'gained time' for planning (Secondary School)
- Wellbeing activities and initiatives suggested by staff



FINANCIAL

- National pay and conditions for teachers and support staff
- Golden Hello available for some teaching posts
- Recruitment and retention allowances
- Generous pension schemes
- Salary sacrifice schemes including: Cycle to work and Electric vehicles, legacy childcare vouchers
- Long service awards