

A tall, teal-colored signpost stands in the foreground, partially obscured by a blue metal fence. The signpost has a white top section with the 'Swale ACADEMIES TRUST' logo. Below this, four teal sections contain white text and directional arrows: 'Trust Office' with a right-up arrow, 'Westlands Primary' with a left-up arrow, 'Westlands Nursery' with a straight-up arrow, and 'Children's Centre' with a right arrow. In the background, a brick building with large windows is visible, with a smaller 'Swale ACADEMIES TRUST' sign on its wall. Large green trees frame the top and right sides of the image.

Swale  
ACADEMIES  
TRUST

Trust Office ↗

Westlands Primary ↖

Westlands Nursery ↑

Children's Centre →

Swale  
ACADEMIES  
TRUST

IT Service Manager

Central Support Services Team  
INFORMATION

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## **Welcome from Janet Garraway – Chief Operating Officer**

Thank you for your interest in this role within the Central Support Services Team at Swale Academies Trust. This is an exciting time to be joining the Central Team, which is currently seeing a growth in capacity and expertise. We continue to develop new ways of working to ensure we can effectively respond to the needs of each school within the Trust and continuously improve the support we offer.

The team is pivotal in the successful running of the Trust and is focused on supporting the improvement of educational standards in every school. All of the work carried out by the Central Support Services Team is in relation to non-teaching and learning aspects of running a school, which includes IT, Finance, HR, Procurement, Governance, Projects and Estates.

We want to drive improvement further and faster, developing the efficiency of our schools through shared resources and collective procurement. Effective and efficient use of resources supports teaching and learning across the schools alongside ensuring both the long term viability of individual schools and the sustainable growth and strategic direction of the Trust.

As Chief Operating Officer, I constantly ensure that the services we offer are sustainable to support our future growth and provide strategic oversight of operational services across all schools.

As a team, we offer a high quality service to all of the schools across the Trust. This innovative centralised structure allows Headteachers to focus on teaching and learning.

We encourage our staff to be flexible thinkers with an open-minded approach to change as we continue to expand our successful Multi-Academy Trust. If you are as excited about this as we are and want to join us on our journey, we would be delighted to receive your application.



Janet Garraway  
Chief Operating Officer

# JOB DESCRIPTION

**Job Title:** School IT Service Manager  
**Grade:** SAT F  
**Responsible to:** Regional Lead

## **Responsibilities Include:**

### **School Support**

- Lead support for school owned technology
- Responsible for the maintenance, security and operation of school infrastructure
- Support School users to meet the academic, pastoral and administration needs of the school or schools.
- Operating system install and setup
- Enrolling devices onto the school/Trust System
- Repair school owned equipment or arrange repair of equipment with 3rd parties
- Contacting, quoting, arranging and managing contractor arrangements
- Password resets for school and Trust systems
- Maintaining accurate user accounts for on premises services
- Device handover, retrieval and repair
- Phone System Management
- Maintaining network documentation
- Deploying Windows updates, active directory, software installation and group policy changes
- Wifi/Lan and vlan issue investigation and resolution
- Application packaging and deployment via enterprise systems or manual installation
- Provide training for staff including documentation and videos
- Ensuring correct MIS user accounts and permissions are accurate
- Ensuring school related MIS linked systems is working as intended
- Ensure all devices have appropriate safeguarding software installed
- Implementing esafety procedures and assisting with in esafety issues
- Stock Management
- Print Management
- Ensuring network and services are correctly configured
- School Helpdesk task management

### **Management**

- Manage school team workloads and delegated responsibilities
- Regular meetings and appraisals
- Developing staff skills
- Manage the allocated IT budgets
- Maintaining and safe, clean and organised working environment

# JOB DESCRIPTION

## **Trust Support**

- Following asset management procedures for addition, removal, repair and disposal
- Reports on equipment, user account, replacement and activity status
- Ensure appropriate Trust security standards are maintained
- Monitoring and updating of Trust wide helpdesk queries, take responsibility on tasks or assign to relevant members of staff
- Escalating issues to senior school or Trust Staff
- Working with Trust staff to maintain the relevant cloud infrastructure services
- Adherence and promotion of School and Trust Policy
- Organising or assisting quotations in line with Trust policy
- Undertake meetings and training where required
- Assisting with strategic alignment

# PERSON SPECIFICATION

Criteria		Essential/ Desirable
<b>Qualifications</b>	Educated to GCSE level	E
	A+, N+, Google Foundations, MCSA, Qualifications	D
	Gsuite Administration	D
<b>Knowledge and understanding</b>	School Experience	E
	Understanding of Network Basics (IP, DNS, DHCP)	E
	Core Networking (VLAN, Trunking, tagging)	E
	Advanced Domain (AD, GPO, RDS, File, ADCS, VAS, WSUS)	E
	Google Workspace Administration	E
	MIS Management and Trust consistency	E
	Server Virtualization	E
	Network Storage (SAN, NAS)	E
	Enterprise Wireless Management	E
	Enterprise Phone Management	D
	Helpdesk and task management	E
	Teaching and Learning priorities	E
	Issues around safeguarding of children and child welfare	E
<b>Experience Skills and Attributes</b>	Installing and configuring Windows Operating Systems	E
	Command line software install	E
	Windows Permission and sharing control	E
	Domain maintenance and backups	E
	Software packaging	E
	School Services Management	E
	Google Workspace Administration	E
	GAM Administration	D
	Website or Google site administration	E
	Excellent interpersonal skills	E
	Asset Management	E
	Virtual Machine Resource Management	E
	Ability to work independently and part of a team	E
	Staff Line Management	E
	Budget Management	E
	Solutions focused approach	E
	Web filter maintenance and reports	E
	Ability to maintain confidentiality and Trust	E
	Willingness to support the ethos and vision of the Trust	E

# **OVERVIEW**

Since its creation in September 2010, Swale Academies Trust has developed into one of the South East's leading Multi-Academy Trusts.

Our purpose is to develop good and outstanding schools and ensure the rapid improvement of schools with challenges.

As the Trust has grown and developed, we continue to ensure that effective school support and leadership is maintained. The Trust's approach to school improvement is based on a combination of CPD, capacity building and collaboration, with a relentless focus on teaching and pupil progress, in order to effect rapid and sustained improvements in outcomes for young people.

The Trust is an organisation which is driven by the belief that all children deserve a good quality education where they are seen as individuals and above all are exceptionally well cared for.

## **Swale Academies Trust – Schools**

### **Primary**

- Beaver Green Primary School, Ashford
- Istead Rise Primary School, Istead Rise
- James Dixon Primary School, Bromley
- Langney Primary Academy, Eastbourne
- Parkland Infant School, Eastbourne
- Parkland Junior School, Eastbourne
- Regis Manor Primary School, Sittingbourne
- Shinewater Primary School, Eastbourne
- South Borough Primary School, Maidstone
- Westlands Primary School, Sittingbourne

### **Secondary**

- Meopham Secondary School, Meopham
- Peacehaven Community School, Eastbourne
- The Eastbourne Academy, Eastbourne
- The Holmesdale School, Snodland
- The North School, Ashford
- The Sittingbourne School, Sittingbourne
- The Turing School, Eastbourne
- The Whitstable School, Whitstable
- Westlands Secondary School, Sittingbourne

### **Central Support Services (based at Trust Head Office), Ashdown House, Sittingbourne**

- Human Resource Team
- Finance Team
- ICT Team
- Building / Estate Management

## The Application Process

Applications will only be accepted from candidates completing the appropriate application form. All sections of the form which are applicable to you must be completed as clearly and fully as possible.

Please note CVs will not be accepted in place of a completed application form.

Application forms can be found on the Kent-Teach website and all electronic applications should be made via this route. Alternatively, completed forms can be sent by post to the following address:

Human Resources Team  
Swale Academies Trust  
Ashdown House  
Johnson Road  
Sittingbourne  
Kent  
ME10 1JS

## The Shortlisting and Interview Process

After the closing date for this post a panel will conduct the shortlisting process. You will be selected for interview based entirely on the contents of your application form, it is therefore important that you fully read the Job Description and Person Specification prior to completing your form.

After the shortlisting process has been completed candidates who have been selected for interview will be informed, and provided with full details of the interview programme. If you have not heard from us within 10 working days of the closing date for this post, you have, on this occasion, unfortunately been unsuccessful.

All candidates who are invited to interview must bring with them the following original documents:

- Documentary evidence of right to work in the UK
- Visual identification which includes a photograph, usually a passport or driving licence.
- Documentary proof of current name and address
- Where appropriate any documentation evidencing change of name
- Certificates of educational or professional qualifications that are necessary or relevant for the post

## Conditional Offer

Any offer of employment will be conditional upon a number of formalities, including, but not restricted to the following:

- Verification of right to work in the UK
- Receipt of two satisfactory references
- Verification of identity checks and qualifications
- Satisfactory enhanced DBS check, as well as additional checks that may be appropriate if you have worked or been resident overseas in the previous five years
- Satisfactory pre-employment health clearance
- A check against the Teacher Service Register for any teaching prohibition or restriction orders where you are applying for a teaching role or if you have previously held a teaching role in past employment.

## **Safeguarding**

Our Trust has robust safer recruitment procedures to help prevent unsuitable people from working with children.

All individuals working in any capacity at our Trust will be subjected to safeguarding checks in line with the statutory guidance Keeping Children Safe in Education.

## **Retention of information**

All information is stored securely and any information supplied by unsuccessful candidates will be destroyed through the confidential waste system after six months from the date of the interview, in accordance with our retention of records procedure.

## **Privacy Notice**

Please refer to the Trust's Privacy Notice for job applicants for information about how we use any personal data about them we hold.

This can be downloaded here: <https://www.swale.at/page/?title=Privacy+Notice&pid=33>