



**Swale**  
ACADEMIES  
TRUST

**IT Service Manager**  
Central Support Services  
Information

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# Welcome

## 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, Estates, Governance and Communications.

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:** 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

### **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

| Qualifications   | Essential / Desirable |
|--|-----------------------|
| Educated to GCSE level   | E                     |
| A+, N+, Google Foundations, MCSA, Qualifications                                   | D                     |
| Gsuite Administration  | D                     |
| Knowledge and Understanding  |                       |
| 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                     |
| Experience, Skills and Attributes  |                       |
| 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                     |
| Personal Qualities   |                       |
| Demonstrate a commitment to upholding and representing the central services values | E                     |



# Working for Swale Academies Trust

## Benefits

- Hybrid working
- Local Government Pension Scheme – with a generous employer contribution
- Self Sacrifice Shared Cost AVC (Additional Voluntary Contribution) Scheme
- Enhanced Maternity Pay
- Employee Referral Recruitment Incentive
- Discounts with local and national retailers, cinemas and restaurants
- On-Site parking
- Access to training and development

## Well-Being

- Employee Assistance Programme – Wellbeing and advice
- Generous Holiday entitlement of 28 days (SAT F-J), plus Public holidays
- Cycle to Work scheme

# Finding Us

### Swale Academies Trust

Ashdown House, Johnson Road, Sittingbourne, ME10 1JS

01795 905989

[recruitment@swale.at](mailto:recruitment@swale.at)

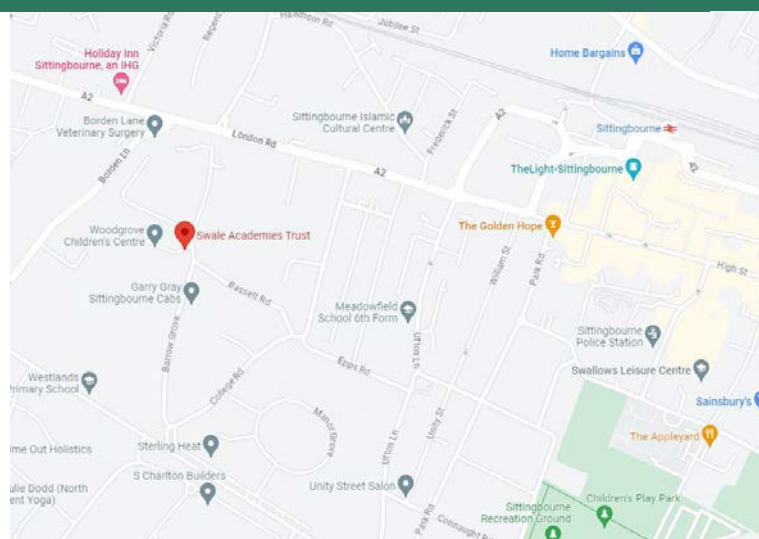
### Closest Train Station: Sittingbourne Station

Approx. 15 minute walk

### Closest bus stops:

**The Coniston** (from Sittingbourne/Sheppey) - X3, 334

**The King's Head** (from Medway/A249) - X3, 329





# Overview of Swale Academies Trust

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, Peacehaven
- 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

- Human Resource Team
- Finance Team
- ICT Team
- Estate Management
- Governance and Communications



## **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.

Applications for our vacancies should be made through [Kent Teach](#). Links to the relevant Kent Teach advert page can be found within the advert on any other website that it is listed. Alternately, Application forms can be found on the Swale Academies Trust website or downloaded [here](#), and applications should be made by emailing a completed Application Form to [recruitment@swale.at](mailto:recruitment@swale.at).

Please note CVs will not be accepted in place of a completed [application form](#).

Swale Academies Trust schools will conduct an online check of shortlisted candidates in line with the Keeping Children Safe In Education guidelines.

## **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.

Swale Academies Trust will run an online check of shortlisted candidates.

## **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.

# Central Support Services

*Our Vision, Behaviours for Success and Values*

## Our Vision

To be dynamic, innovative service professionals in the education sector, positively impacting lives for generations to come.

As a team we aim to be innovative and forward facing.  
We aim to be...

**AGILE**



This means we...

**A**

are keen to  
**adapt**

Together, we have a desire to **adapt** and improve. Being **adaptable** means we work flexibly and we foster a positive working environment where our staff feel supported to explore opportunities and be creative.

**G**

are always  
**growing**

As an organisation, we are both prepared and excited for **growth**. We believe that together we can do great things, and so we are ambitious and proactive when we plan for the future. We promote a culture of collaboration to achieve our wider goals and **grow** in our areas of expertise.

**I**

work with  
**integrity**

We ensure we operate with a strong work ethic and take pride in maintaining **integrity**. We work effectively by sustaining open, clear and honest communication with one another and our stakeholders. We are trustworthy in our actions, true to our word and can be relied upon.

**L**

are eager to  
**learn**

We advocate for continuous **learning** and development, and support our staff to expand their skill sets and achieve their professional ambitions.

**E**

**encourage**  
one another

Offering **encouragement** to one another allows us to build meaningful and supportive relationships that endure. We **encourage** one another to act with consideration, transparency and accountability.

**We value:**

Adaptability

Growth

Integrity

Learning

Encouragement

