



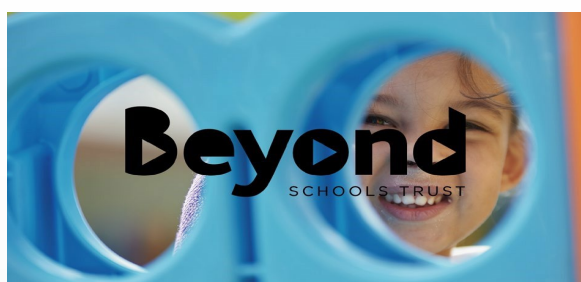
IT Support Apprentice

Candidate Application Pack

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Welcome from our Chief Executive Officer

Thank you for your interest in the role of **IT Support Apprentice** working with the Trust's Central Team.

We are an ambitious organisation of 10 schools, serving the educational needs of nearly 7,000 children and young people aged 3 to 19.

Our academies are based in a tight geographical area drawing students and employees from Kent and Medway in the South East of England.

We employ around 900 people in a range of roles designed to support children to be successful when they leave the Trust. We also rely on the time and commitment of over 100 volunteer Trustees and Governors, who share our ambitions for our schools and our students. These are expressed in our vision, our mission, and our values.

We have a strong belief in the value of lifelong learning and in our strategic plan, we set out to develop a Trust that fully prepares children so they have the skills, knowledge, values and character to be successful in the world beyond our doors. We also believe that our greatest asset as an organisation, is our people, and we are privileged to be involved with such courageous, committed and child-centred employees. Everything we do is aimed at providing our staff with the resources and leadership to achieve their best. We believe that a supported and motivated staff create the best environment and the best opportunities for students to achieve their full potential.

Welcome to Beyond.

Andrew Minchin
Chief Executive Officer



About the Beyond Schools Trust

Our vision is simple:

To be the most respected family of schools - trusted to provide the highest quality of educational experiences in our communities.

We believe that by working together, rather than in isolation, we can accelerate school improvement and embed our vision in our academies. In working and collaborating towards our common strategic objectives, we can create more opportunities for lifelong success for our students.

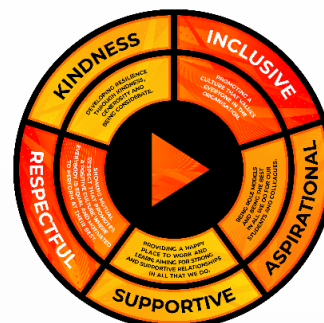
The fundamental philosophy behind the Beyond Schools Trust's vision and strategic plan is all about thinking beyond the present day; looking at what is right for our students and staff both now and in the longer term.

Put simply we strive to:

- Develop and retain the best employees that know how to provide the best educational experience
- Support, motivate and reward our employees to go above and beyond for our students
- Be responsive to our students' and employees' needs so they are prepared for a rapidly changing world.

Our Values

Everyone in our Trust has a part to play in bringing the ethos and culture of our values alive. We are committed to ensuring everyone knows why we should value each other and how we should value each other, so we can create a community where we all aspire to succeed. Our values are not the static states of play but things we are always striving to develop and uphold as part of our culture.



Our Mission

To provide opportunities for everybody to be the best they can be.

We want every one of our students, teachers, or Governors to be the best that can be. We will work tirelessly to support them to reach their potential.



Beyond Schools Trust, Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ



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Our Schools



Job Description – IT Support Apprentice

Reporting to: Trust IT Support Services Manager
Salary: Apprentice
Location: Fort Pitt Grammar School **OR** The Thomas Aveling School

Role Purpose

To provide first line technical advice, training and support to the staff and students within the Trust on the use of IT systems.

Ensure the maintenance of hardware, and to maintain records of software licensing.

This is a crucial position in the Trust and can influence both the teaching and learning in all subject areas. The post holder is line-managed by the Trust IT Support Services Manager.

Principal Responsibilities/Duties

- To be the first line contact between staff and the IT Support Team, via email, telephone, and the IT support desk
- To undertake first line maintenance to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- Ensure daily checks are carried out on the ICT Suites to ensure continuity of service.
- To establish and maintain user accounts for staff and students on the network, grant appropriate permissions, access, and security levels according to the school's policy.
- To arrange servicing of contract equipment.
- To maintain stocks of printer ink/toner and other consumable items and maintain appropriate records.
- To maintain the IT Asset register
- To support teachers in the delivery of ICT. Respond to and solve problems relating to software/hardware including internet/intranet access.
- Support the school's web filtering and monitoring solution and raising concerns to appropriate staff for any issues to be dealt with
- To install new ICT equipment as directed (including liaison with suppliers), dispose of obsolete ICT equipment in accordance with financial regulations/school ICT policy.
- To check virus protection and guard against data or system corruption.
- To undertake the installation and upgrade of software
- Be aware of current security threats
- Have a knowledge of GDPR
- Maintain and administer the Trust telephone system and troubleshoot first line issues.
- Troubleshoot first line issues with the school CCTV system and escalate issues to the third part support company as required

The IT Support Apprentice will also be expected to:

- Attend evening events where appropriate
- Assist on special occasions such as Taster Day, Open Evening and New Parents' Evening
- Carry out any other duties which the Senior Leaders may reasonably, from time to time, deem suitable and in the interests of the school.

Notes:

- a) This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.
- b) This job description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification or amendment at any time after consultation with the holder of the post. Headteachers also reserve the right to ask any member of staff to undertake any additional duties that may be necessary and reasonable to ensure the smooth running of the school.
- c) It is anticipated that the postholder will take an interest in the well-being of the whole school and may wish to attend, for example, school concerts.

Staff Development

- To participate in appropriate and targeted In-Service Training and attend meetings where possible
- Engage in our **Professional Growth Model**—a continuous development approach that replaces traditional appraisals with regular, structured feedback and support.
- Benefit from **ongoing professional development**, clear career progression pathways, and a culture that values collaboration and innovation.
- Be part of a **high-performing, empowered workforce** focused on improving outcomes for all pupils through shared learning and growth.

Other Specific Duties

- To undertake any other duty as requested by the Head Teacher if not mentioned in the above
- To play a full part in the life of the school community, to support its distinctive aim and ethos and to encourage staff and students to follow this example
- To comply with the School's Health and Safety policy and undertake risk assessments as appropriate
- To adhere to the School's Dress Code – smart/professional
- To ensure confidentiality and comply with Data Protection Regulations
- To comply with Trust policies and procedures

Generic duties relevant to all members of staff

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources, and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".

As a member of the Trust, your role will be based at the Trust Head Office. However, you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

Equality and Inclusion

The Trust is dedicated to creating an environment free of bullying, harassment, victimization, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of ALL staff are recognised and valued. It is therefore the responsibility of staff to conduct themselves to help the Trust provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination. All staff, as well as the Trust, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against colleagues/staff, pupils, contractors, stakeholders and members of the public.

Safeguarding

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations put in place. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures as set out by Beyond Schools Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead at the site where you are located.

ICT

All staff will be expected to utilise ICT and to improve communication and reduce paper use where possible. Security procedures must be followed when using ICT systems and particular care and attention should be taken with any communications that may result in a breach of GDPR.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Trust's Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training, and supervision necessary to accomplish those goals.

Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role, you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Director of Human Resources. This job description will be reviewed annually and is an integral part of the review and line management process.

Person Specification

Experience	
Experience of Microsoft Windows client Operating Systems	D
Experience of common user applications i.e., MS Office applications	D
Experience of troubleshooting, installing, and maintaining peripheral devices	D
Experience of classroom AV equipment, including projectors and interactive screens	D
Experience of school MIS systems e.g., SIMS	D
Experience of supporting servers, networks, and users	D
Experience of Microsoft Exchange, and Microsoft 365	D
IT experience in an educational environment	D
Experience of Troubleshooting IP Phone Systems	D
Experience of Print Management Systems	D
Experience of Web filtering systems	D
Knowledge Skills and Ability	
Ability to work using own initiative	E
Excellent customer service skills	E
Attention to detail	E
Be able to work effectively as team member.	E
Excellent communication skills	E
Ability to work remotely and travel to other Beyond Schools Trust academies	D
Knowledge of health and safety in an ICT setting	D
Qualifications / Training	
GCSE (5+ A*-C / 5+ grade 4-9) or equivalent	E
Full UK Driving license with access to own vehicle	D

Beyond Schools Trust is committed to safeguarding and protecting the welfare of children and young people as its number one priority. The commitment to robust recruitment, selection and induction procedures extends to organisations and services linked to the Trust.

This post is subject to an Enhanced DBS Disclosure, Children's Barred List and where applicable Disqualification under the Childcare Act check

Summary of Terms & Conditions

Start date:	August 2026
Contract Type:	Full-time temporary contract for 24 months until the completion of apprenticeship
Place of Work:	Fort Pitt Grammar School OR The Thomas Aveling School
Hours & days of work:	37 Hours Per Week / Mon-Friday, All Year Round Monday-Thursday 08:00-16:00 Friday 08:00 – 15:30 (includes a 30-minute unpaid lunch break).
Salary:	Apprentice Salary £15,435 Full-Time
Holiday:	Entitlement of 25 days annual leave rising to 29 days after five years of service – this, together with bank holidays
Induction Period:	This post has a 6-month induction period.
Pension:	Membership of the Local Government Pension for support staff
Notice period:	One month notice period.
Car insurance:	Trust employees who use their private vehicles in the course of their duties must be covered with their insurers to cover business liability

Benefits

Care First

Access to **Care First** Employee Assistance Programme. Care First provides independent and professional employee support services from qualified counsellors and information specialists designed to help you with a wide range of work, family and personal issues.

Benenden Healthcare:

Non- contributory membership of Benenden Healthcare Scheme, which includes immediate family access to 24/7 GP service.

Professional Growth:

“We don’t appraise. We grow” We believe professional growth is not a once a year event but an everyday commitment. That’s why we’ve replaced the traditional annual appraisal with our **Professional Growth Model**, designed to foster meaningful, continuous development for all staff.

The Professional Growth Model promotes:

- Continuous learning
- Regular feedback,
- Collaborative development

All through collaboration, constructive dialogue and structured meetings with line managers.

Key benefits for staff include:

- Ongoing support for personal and professional development
- Clear pathways for career progression
- Regular, constructive feedback to enhance performance
- Opportunities to contribute to team and Trust-wide improvement
- A culture that values collaboration, innovation, and growth

We believe this approach helps build a high-performing, empowered workforce focused on improving outcomes for all pupils.

Continuing Professional Development

A comprehensive induction programme for all staff with a commitment to continuing professional opportunities across the Trust.

We invest in our staff by encouraging continuing professional development and enabling opportunities for career progression. An example is that staff have access to collaborative coaching across the Trust. Feedback from staff (May 2023) includes the following:

“It has been brilliant to speak to people who are in a similar position and have similar expectations in regards to the whole educational environment”

“The time to speak to our colleagues across the Trust and to go on this journey together has been welcomed”.

“I have learned so much during these workshops and I am extremely grateful for them”

"Learning the skills to become an effective leader for when I become a middle leader"

"I feel more confident in my people skills and how I motivate and converse with my team in order to achieve our shared goals".

Staff Wellbeing:

Whole Trust approach to well-being.

Pension Scheme:

Support staff with a contract of more than 3 months will be automatically enrolled in the **Local Government Pension**. Contribution bandings are based on actual salary. Contribution rates from 1st April 2026 are as follows:

Annual Salary Rate	Member contribution Rate
Up to £18,400	5.5%
£18,401 to £29,000	5.8%
£29,001 to £47,300	6.5%
£47,301 to £59,800	6.8%
£59,801 to £84,000	8.5%
£84,001 to £119,100	9.9%
£119,101 to £140,400	10.5%
£140,401 to £210,700	11.4%
£210,701 and above	12.5%

Other Benefits:

Two-week, half-term break in October

Employee Referral Scheme:

Up to £500 payable for a new employee referral across the Trust

Family Friendly Policies:

The Trust offers generous family friendly policies including maternity, paternity, shared parental leave and adoption.

Cycle Scheme:

The Trust is a member of the Cycle to Work Scheme.

Car Parking:

Free onsite parking (we are in a ULEZ free zone)

Catering:

On site catering at affordable prices

Employee Discounts Schemes:

20% discount off membership for Avenue Tennis

[Medway Gym & Fitness Centre | Avenue Tennis](#)

Access to Civil Service Sports Council, by becoming a member you start enjoying thousands of exclusive discounts, including free, unlimited, year-round family entry to English Heritage and Kew Gardens, a Tastecard and many more discounts.

Free will writing service provided by Accord Legal Services

Blue Light Card discount scheme [Blue Light Card](#)

The Recruitment Process

Closing date: Friday 24th July 2026 at 09:00am

Interview date: W/C 27 July 2026

We reserve the right to bring forward the closing date and/or interview date where interest and applications received are high, therefore we encourage early applications.

To apply please complete an application form which can be found on The Trust's careers page [Our Vacancies | Beyond Schools Trust](#)

If you wish to discuss the role, please contact **Kevin Hoskins** via email at khoskins@beyondschools.co.uk.

The application form: Please complete the application form as fully as possible. Gaps in employment do need to be explained, therefore please provide as much information as possible. For example, if you undertook a gap year or had a period of unemployment, please state this. You will be unable to submit your application if there are any gaps.

All applications will be acknowledged, and you will be contacted thereafter of next steps.

Right to work in the UK: Unfortunately, if you do not have right to work in the UK, we are unable to process your application. If you are invited to attend an interview, you will be asked to produce original and up-to-date documentary evidence of your right to work in the UK.

Safeguarding: Safeguarding is our highest priority; therefore, pre-employment checks will be undertaken prior to a successful candidate joining. This includes references from current or most recent employer, an enhanced DBS with children's barred list check, and original certificates of qualifications will also need to be provided. It is an offence to apply for a role if you are barred from engaging in regulated activity relevant to children. If you are shortlisted for interview, you will be required to complete a self-disclosure form this will be sent with your invite to interview and must be completed, signed, and returned prior to interview. The Trust will also undertake an online search as part of its safeguarding duties at offer stage.

The schools safeguarding Policy can be found [here](#)

CV: We do not wish to see your CV so please do not include it.

Supporting Statement:

Your supporting statement is important and will be the basis of our shortlisting and progressing your application, therefore you need to ensure you answer the following as concisely as possible:

- Why you believe you are a strong candidate for the position.
- Set out impact you have made in your current/previous positions.
- Make reference to the job description and person specification to set out how you meet the criteria.

Additional skills:

Aside from your professional skills relevant to the role you are applying for we are interested in you as an individual, therefore do share with us any additional skills, hobbies, and abilities that you would like us to know about

References:

Do provide referee details as outlined, please ensure you indicate whether references can be taken up before interview.

Equal opportunities monitoring:

This will be kept separate from your application and used only for monitoring purposes by the HR department

Special arrangements:

Please do set out in the application form any special arrangements we should try to make if you are invited to interview.

Retention of Personal Information:

Any information supplied by an unsuccessful candidate will be destroyed six months after date of shortlisting.

Any data about you will be held securely with access restricted to those involved in dealing with your application in the selection process. By signing and submitting your application form, you are giving consent to the processing of your data.

Our Privacy policy is available [here](#)

Equality and Diversity:

We recognise the benefits of a diverse workforce. We are committed to eradication of discrimination in the workplace, becoming an employer of choice, for all staff to believe that they have a voice and be empowered to make a difference.

Criminal Convictions:

All education establishments in the UK are exempt from the Rehabilitation of Offenders Act 1974. In practice, this means that all applicants must inform on all spent and unspent convictions on the application form and when completing a Disclosure and Barring form. Failure to provide this information may result in dismissal. A Children's Barred List check is also obtained on anyone who will be working on or coming into contact with children; and must be received by the school before employment can commence.

Living and working in Medway

On the banks of the River Medway from which it takes its name, Medway is the second largest conurbation (after Brighton) between London and continental Europe. This combined with its comprehensive transport links, makes Medway a gateway to the capital, the county of Kent and the continent.

With its regeneration programme providing a variety of new homes and growth for all, Medway is already one of the South East's fastest growing areas. Its ambitious vision provides economic and housing opportunities across all five major towns – all of which act as a magnet for a diverse range of businesses, property hunters and investors.

“Its comprehensive transport links make Medway a gateway to the capital, the county of Kent and the continent.”

Families and commuters are attracted to Medway by the choice of accommodation and facilities in Medway and can live close to schools, railways, and town centres, including Rochester's historic high street. Not only does Medway boast the biggest regeneration zone within the Thames Gateway, but it is surrounded by award-winning green spaces and world-renowned heritage sites.

Living in Medway

Medway's housing landscape is very diverse – from Victorian period properties and cottages to newly-developed modern builds and suburban developments. There is something for everyone from families big and small to couples and individuals wanting to find their perfect home.

Medway has the lowest council tax in Kent and one of the lowest rates in the M25 corridor.

A multi-million-pound regeneration programme is currently transforming Medway's landscape bringing 29,000 new homes, many of them stunning riverfront developments.

Medway is a place in which you can enjoy both living and working. A thriving business location but also within an easily commute to London and yet beautifully green with seven green flags accredited parks. It's a great place to put down roots and make a life.

More than 80% of Medway schools have an OFSTED rating of good or better and is home to four universities.

Advert – IT Support Apprentice

Salary: Apprentice Salary £15,435 Full-Time
Start date: August 2026
Hours: 37 Hours Per Week / 2 Year Apprenticeship
Location: Fort Pitt Hill, Chatham Kent ME4 6TJ **OR** Thomas Aveling School, Arethusa Road, Rochester, Kent ME1 2UW
Closing date: Friday 24th July 2026 at 09:00am
Interview date: W/C 27th July 2026

We are looking for a motivated and enthusiastic IT Support Apprentice to provide first-line technical support, advice, and training to staff and students across the Trust. The successful candidate will help troubleshoot hardware and software issues, support the effective use of IT systems, and develop valuable technical skills while contributing to the smooth running of day-to-day IT operations.

In return we offer:-

- A supportive induction programme
- A happy and caring community
- A Healthy Work-Life Balance and a committed Leadership Team
- Care First employee assistance programme
- Non-contributory membership of Benenden private health care cover
- 27 days annual leave increasing after 5 years of service
- Membership of the Local Government Pension Scheme
- Cycle to work scheme

For further details on this role and to apply please visit The Trust's careers page [Our Vacancies | Beyond Schools Trust](#)

Visits to the Trust are strongly encouraged. For further information and to arrange a visit, please contact **Kevin Hoskins** via email khoskins@beyondschools.co.uk.

We reserve the right to bring forward the closing date and/or interview date where interest and applications received are high, therefore we encourage early applications.

Safeguarding Commitment

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All post holders in a regulated activity are subject to appropriate vetting procedures and a satisfactory "Disclosing and Barring Service (DBS) Enhanced check".

Equality & Inclusivity Statement

At **Beyond Schools Trust** we strive to be a diverse and inclusive workplace where we can ALL be ourselves. We particularly encourage applications from under-represented communities, including but not limited to those who identify as Black, Asian or from a minority ethnic background.

Our Location

Beyond Schools Trust
Fort Pitt Grammar School
Fort Pitt Hill
Chatham
Kent
ME4 6TJ

Tel: 01634 888115

www.beyondschoools.co.uk

What three words - <https://w3w.co/maps.onion.cowboy>

