

Trust IT Administrator
Swale Academies Trust

Central Support Services Team – Sittingbourne, Kent

Recruitment Pack

Swale Academies Trust

Ashdown House

Johnson Road

Sittingbourne

Kent

ME10 1JS

Job Description

Job Title: Trust IT Administrator

Grade: SAT 5

Responsible to: Head of IT

Purpose of the Job:

To deliver a professional effective and supportive service to schools, Central Services and Trust wide cloud-based services

To work as part of an innovative and responsive IT team to provide first line support for schools, assist the maintenance of school services, provide remote assistance to schools, update websites, proactive administration and upkeep in school systems to the highest possible standard.

Main duties and responsibilities (Accountabilities):

- Provide an efficient, effective and customer focussed IT service supporting IT services in compliance with adherence to School and Trust Policy
- Responding and completing helpdesk queries, ensuring they are responded in line with expectations
- Liaise with and escalate issues to the Primary IT Manager or Head of IT
- Remote server and desktop support
- Fault diagnostics
- Windows updates, active directory, software installation and group policy
- System monitoring and reporting, update and maintaining logs
- Administration of cloud-based services
- Trust Central services main office support
- Ensure appropriate and required security is maintained
- Maintaining and supporting the distribution of user accounts
- Maintaining accurate user accounts
- School Website updates
- Provide user guidance where appropriate
- Assisting with quotation work
- Speaking to contractors

- Updating calendars
- Assisting with reports on equipment status
- Undertaking such other duties as reasonably correspond to the general character of the post.

This job description sets out the key outcomes required. It does not specifically detail the activities required to achieve these outcomes. This is a new post within an expanding Trust and the nature of this new role means that there will also be additional tasks and projects identified. In consultation with you, the job description may be changed by the Chief Operating Officer to reflect or anticipate changes in the job commensurate with the grade and job title.

Person Specification

Job Title: Trust IT Administrator

Grade: SAT 5

Responsible to: Head of IT

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ● GCSE (or Level 2 equivalent) English and Maths at grade C or above (or equivalent). 	<ul style="list-style-type: none"> ● MCSA ● gSuite administrator
Experience	<ul style="list-style-type: none"> ● A minimum of one years' experience as a school IT Technician ● Software and classroom troubleshooting ● Controlling permission and sharing based control ● Command line installation of software ● Installing and configuring of Windows Operating Systems ● Backup and restoration of files 	<ul style="list-style-type: none"> ● Experience of working in the education sector ● SIMS upgrades ● Windows Server install ● Software packaging ● Regular maintenance of servers on schedule
Skills and Abilities	<ul style="list-style-type: none"> ● Excellent organisational skills ● Excellent ICT skills ● Be calm, use initiative and remain focused under pressure and manage a wide range of situations. ● Work constructively as part of a team, understanding the Trust./school roles and responsibilities and your own position within these ● Ability to build good working relationships at all levels within the Trust ● Excellent logical problem-solving skills ● Willingness to learn 	
Knowledge	<ul style="list-style-type: none"> ● An understanding of the education climate and culture 	

Personal qualities	<ul style="list-style-type: none">● Positive 'can do' attitude● Solution focussed● Willing to travel to all schools within the Trust● Commitment to safeguarding and promoting the welfare of children and young people● Friendly and approachable manner● Self-motivated● Reliable and punctual	

Letter from Jon Whitcombe – Chief Executive Officer

Dear Applicant,

Thank you for your interest in this role within Swale Academies Trust.

Since its creation in September 2010 Swale Academies Trust has become a strong and successful school improvement service, specialising in taking schools in Ofsted category and turning them into good schools. A glance at the most recent Ofsted reports for Beaver Green Primary School, South Borough Primary School, Meopham School, Regis Manor Primary School, Westlands Primary School, Istead Rise Primary School and Sittingbourne Community College, will all point to the effectiveness of the Trust in bringing about change and providing and enabling excellent leadership. First and foremost, Swale Academies Trust is about the provision and development of high quality leadership and management.

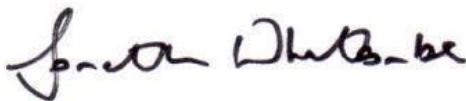
We don't seek to clone schools that deliver education in a regimented manner. Rather, we value the development in our schools of a spirit of enquiry and action research that provides the best possible education that is right for pupils in a local setting. We do, however, collectively value and strive for all pupils to produce work which showcases their development over time of which they, their teachers and support staff and parents can be really proud.

Our ambition is driven by enabling schools and children to succeed. We have a wide range of excellent and highly accomplished senior leaders who lead with a sense of purpose, charisma and a set of shared values. The Trust is fortunate to be overseen by a Board of Directors who share leaders' values and who provide the highest quality challenge and support.

We are proud of our schools and strive for a sense of shared pride in the achievements of all of our students.

We look forward to receiving your application.

Yours sincerely,

A handwritten signature in black ink that reads "Jon Whitcombe". The signature is written in a cursive style with a large initial 'J'.

Jon Whitcombe
Chief Executive Officer

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 was established in 2017 and has seen a continued growth in capacity and expertise over the last year. 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, 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 alleviates the burden of administrative responsibility from schools, allowing 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

Swale Academies Trust

The Swale Academies Trust based in Kent came into being in September 2010 as one of the first few Academy Converter Schools based around Westlands School in Sittingbourne. As a National Support School and an Academy Sponsor, Westlands and Swale Academies Trust have developed into one of the South East's leading Academy Sponsors, currently consisting of five secondary schools and ten primary schools. The Trust provides support for other schools, located in Kent and East Sussex.



As the Trust has grown and developed we continue to ensure that effective school support and leadership is maintained. Most of the schools that join us have had inherent weaknesses and challenges that need to be addressed. This involves intensive support and considerable levels of experience and intervention. 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.

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

- Peacehaven Community School, Peacehaven
- Regis Manor Primary School, Sittingbourne
- Shinewater Primary School, Eastbourne
- South Borough Primary School, Maidstone
- Westlands Primary School, Sittingbourne

Secondary

- Causeway School, Eastbourne
- Meopham Secondary School, Meopham
- Sittingbourne Community College, Sittingbourne
- The Eastbourne Academy, Eastbourne
- The Whitstable School, Whitstable
- Westlands Secondary School, Sittingbourne

Central Support Services

- Ashdown House, Sittingbourne

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.

All completed application forms must be sent either electronically to HR@Swale.at or by post to the following address:

HR 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 the following original documents:

- Documentary evidence of right to work in the UK
- Documentary evidence of identity that will satisfy DBS requirements
- 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 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
- Satisfactory completion of a Health Assessment
- Satisfactory completion of six month probation period (where relevant)
- Satisfactory checks, as may be required in accordance with statutory guidance, if you have worked or been resident overseas in the previous five years.

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.