

Post Title	Head of IT
School/Organisation	Avanti Services Ltd
Location	London, Leicester or South-West
Grade	Grade MG2-3, £56,418 – £66,932 per annum
Hours	Full time (37.5 hours per week)
Contract Type	Permanent
Reports to	Head of Business Services
Preferred Start Date	As soon as possible

MAIN PURPOSES OF THE JOB

As the Head of IT you will be responsible for continuing the development of our in-house IT Team. Developing, building and implementing the IT infrastructure as well as the ongoing development of the IT service across the MAT and schools to help shape their future direction. In 2020-21 the IT team delivered two large new school projects and managed the BAU requirements of 10 schools across the Trust

RESPONSIBILITIES OF THE JOB

Strategic Planning

- Develop medium- and long-term coordinated planning based on the trusts educational objectives to keep the Trust up to date with developments in ICT.
- Develop and project manage ICT strategically across the Trust to achieve a safe and efficient ICT environment for staff and students in liaison with the Head of Business Services.
- In conjunction with the Head of Business Services, define and manage a relevant Service Level Agreement for the Trust.
- Advise the Executive Team on emerging technologies as appropriate.
- Support the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Monitor and review the types and amounts of system use.
- Aspiration to provide standard of equipment and experience at forefront of provision preparing for jobs in the commercial environment.
- Attend relevant meetings where the ICT service is discussed and input is required.
- Leadership development of ICT team.
- eSafety – implement policies and procedures regarding data protection, internet use, email and the security of ICT.

Security and Risk Management

- Ensure backup strategy is in place and tested ongoing.
- Develop threat management and threat intelligence strategy.
- Highlight Security Risks to the board and Execs.
- Ensure Avanti achieve Cyber Essentials across all sites.
- Develop future state network security onsite and remote strategy.
- Achieve the right balance of security vs usability for users.
- Ensure Avanti align to NCSC principals.
- Educate Trust and school on Cyber Safe practices.
- Ensure all systems are secured beyond user/password.
- Automate security controls.

Resource Management

- Manage the relevant IT budgets and achieve best value for the Trust's ICT expenditure.
- Support the Trust in ordering, stocking and replenishing ICT consumables.
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met.
- Manage and implement the installation all new computer software as required, enabling the delivery of ICT to all operational areas.
- Ensure adherence to the Trust policy on asset disposal.
- Liaise with external engineers and manage external contracts as appropriate.

Development and maintenance of technical systems

- Ensure all Trust ICT systems are fully operational at all times.
- Advise the Executive Team on the implementation of ICT policies and procedures.
- In liaison with the Head of Business Services, design, implement, monitor and review school procedures for managing and recording installations and configuration changes.
- In liaison with the Head of Business Services, design, implement and manage the network infrastructure to meet the schools' requirements.
- Manage active network components including switches and routers; install additional servers, keep the network operating system up to date and oversee the maintenance of network workstations.
- Perform advanced troubleshooting on PC's, peripherals and applications.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Support the infrastructure that underpins the Trust's Management Information Systems, primarily SIMS.net and any other related school systems.
- Manage the Trust's telephone systems.
- Oversee printing solutions.

- Identify problems and ensure their prompt resolution, potential improvements and projected developments.
- Manage the effective development of the Trust's information communications networks including the Trust's website in liaison with the Marketing Team.
- Ensure all current and planned web-based technologies remain fully operational.
- Manage the functioning and deployment of applications.
- Monitor and advise if changes are needed to the Trust's security and back-up systems and plan recovery contingencies to enable an efficient return to service after any unforeseen system outages.
- Maintain the trusts network security including antivirus protection and firewalls.
- To manage and maintain accurate and up to date records of all ICT Hardware and Software on site including signing out and in hardware and equipment to staff e.g., laptops
- Monitor and manage the use of the Internet within the Trust and report issues as required.
- Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods.

Developing expertise of others

- Conduct training on appropriate use of ICT resources.
- Support staff with ICT related problems.
- Produce reports on request for management purposes.
- Advise the Executive Team on possible training activities.
- Hold training sessions for both IT support staff and end users on trust technologies based on the requirements of the trust.
- Undertake available training opportunities and demonstrate a commitment to continuous development.

Staff Management

- To organise and monitor the workloads of ICT technicians to meet department needs including cover for absences, delegating tasks appropriately.
- To line manage the Trust's ICT staff, carrying out annual performance reviews and advising the Head of Business Services on any specific training needs.
- To be involved with the recruitment of ICT technicians when required.

General

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To ensure that all administrative duties, checks, documentation, reports and return are completed accurately and submitted within required deadlines.
- To collate information, statistics and prepare reports as required by the Executive Team and Trust Board.
- To deal with correspondence promptly and as required.

- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- To ensure that all Trust policies and procedures are followed.
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community.
- To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices and reporting to the DPO any concerns or requests.
- To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.

Person Specification			
Criteria		Requirement	
		<i>Essential</i>	<i>Desirable</i>
1.	5 GCSEs including English and Maths	X	
2.	High level of literacy and numeracy	X	
3.	Ownership and commitment to continuous learning and development	X	
4.	Recognised IT Qualification		X
5.	Significant experience of managing ICT provision within an organisation	X	
6.	Proven track record of ICT project management and change management	X	
7.	Demonstrable knowledge of current technologies and best practice including web technologies, LAN, VLAN, WAN, thin client and virtual technologies	X	
8.	Experience of working within an educational context		X
9.	Can evidence strong communication skills in a professional context with young people and colleagues		X
10.	Ability to prioritise work effectively	X	
11.	Ability to critically evaluate information	X	
12.	Ability to work flexibly to meet deadlines and respond to unplanned situations	X	
13.	Ability to respond positively to and actively support Senior Management within the MAT	X	
14.	Experience in the line management of staff	X	

Person Specification			
Criteria		Requirement	
		<i>Essential</i>	<i>Desirable</i>
15.	Able to lead, develop and motivate a team of staff, delegating duties as required	X	
16.	Ability to work as part of a team	X	
17.	Experience of working with Arbor, Google Classrooms		X
18.	Able to maintain confidentiality in all circumstances	X	
19.	Proactive approach to work being responsive, empathetic and supportive to all within the school	X	
20.	Able to establish effective relationships with those working in and with the school	X	
21.	Ability to build and form good relationships with colleagues and students	X	
22.	Understand the importance of physical and emotional wellbeing of staff and pupils	X	
23.	Able to contribute new ideas and ways of working		X

FURTHER INFORMATION

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.