



# Application Pack

<b>Vacancy</b>	IT Services Manager
<b>Hours/FTE</b>	Full time (37 hrs p.w), permanent, all year round
<b>Salary</b>	£30,507 - £32,878 per annum (APT&C Grade 10 Points 27-30)

Gillotts School is a highly successful and innovative 11-16 school with nearly 900 students on roll. We are offering an exciting opportunity to be involved in all aspects of IT service and delivery in a school which has seen significant recent investment in IT. Technology is critical to all aspects of school life, from back office administration, to front-of-class teaching and student-led learning.

All classrooms and offices have up-to-date IT provision, and teachers make extensive use of IT resources, including G Suite (formerly Google Apps for Education), e-books and a variety of online learning resources. Students are required to bring a personal mobile device to school, which they are encouraged to use to support their learning where appropriate. Data sharing and collaboration are key to the school's operation and success, underpinned by a stable IT infrastructure and effective support team.

In addition to overseeing the day-to-day operation of the support team, the IT Services Manager is responsible for identifying, planning and delivering upgrades to the infrastructure and core systems, as well as playing a vital role in planning the IT strategy and development for the whole school.

An ability to relate to adults and young people in a positive way is essential.

**Closing date for applications: 12 noon Tuesday 28 May 2019**  
**Interviews will be held as soon as possible after the closing date**

*Gillotts is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. All staff are expected to promote fundamental British values. The successful candidate will be required to undertake an Enhanced DBS Disclosure. Gillotts School is a registered company limited by guarantee. Reg Number: 07954417*

## How to apply

For further details please contact us or visit our website. Please note a Gillotts application form must be completed in full, in all cases. Completed applications should be e-mailed to [applications@gillotts.org.uk](mailto:applications@gillotts.org.uk).



May 2019

Dear applicant

Thank you for your interest in joining the staff of Gillotts School. The role of IT Services Manager is critical in the support of teaching and learning at Gillotts by ensuring the provision of a reliable and efficient IT infrastructure and services.

Reporting to the Facilities Manager, and working under the overall direction of the Deputy Headteacher (Curriculum) on strategic issues and development, this post sits within the school's support staff structure. The postholder has responsibility for one full time IT Technician.

Our support staff are a highly motivated, dynamic team, committed to providing services to teaching staff in supporting our students' learning.

This role would suit a confident IT professional who is competent in MS Server in a networked environment as well as networked Windows desktop systems, software and services. Experience of mobile technology including Bring Your Own Device (BYOD) is essential.

A customer focused individual, our ideal candidate will be a clear communicator with the ability to solve problems and react quickly and effectively to the demands of a busy school environment.

Experience of working with or around young people is desirable.

We invite you to visit our school or contact Dr Ed Newbold, Deputy Headteacher at [ENewbold@gillotts.org.uk](mailto:ENewbold@gillotts.org.uk) or telephone 01491 574315 if you would like to discuss the post before submitting your application.

Please make clear in your application what skills and qualities you would be able to bring to Gillotts.

This school is committed to safeguarding, promoting the welfare of children and expects all staff and volunteers to share this commitment. All staff are expected to promote fundamental British values. Successful candidates will be subject to an Enhanced Disclosure and Barring Service (DBS) check along with other relevant employment checks.

I look forward to reading your application and to welcoming a new colleague to our team.

Yours sincerely

Ms Catharine Darnton  
Headteacher

# Job description

**Role:** IT Services Manager

**Accountable to:** Facilities Manager/ Deputy Headteacher (Curriculum)

**Conditions of service:** ATP&C Grade full time (37 hours per week), full year

## Objectives:

- to support teaching and learning and the efficient and effective operation of the school
- to provide reactive, proactive change and strategic IT support functions
- to provide strategic leadership for IT Services and line manage the Technician(s)

## Main areas of responsibility:

### *Desktop, Application, Server and Network Support*

- Responsible for a wide range of technical duties associated with the computer network and desktop services, primarily in connection with existing installations and upgrading of these installations (unified print and copy management services, AV hardware), desktop and server applications.
- Monitor the performance of IT and AV hardware, software and cabling with a view to rectifying particular or recurring problems and providing reports to management, senior staff and/or suppliers
- Monitor the use of software and ensure all software is licensed and supported sufficiently
- Administer/configure monitoring platforms to ensure optimal performance and alerting capabilities
- Daily monitoring and maintenance of multiple servers. Check backups have been completed and check for potential issues, eg disk space

### *Configuration, Installation and Support Request Management*

- Supervise the technicians within the department, run the IT Services Helpdesk, organise the IT Services department's day to day duties and monitor performance
- Design and deliver technical training to IT Services staff on new and existing developments

### *Continuity, Maintenance and Security*

- Maintain up to date documentation of all systems, services and operating environments
- Plan and implement system security policies, to include, host and client access, file permissions, and user accounts
- Maintain and update documentation of all systems, services and operating environments
- Understand the nature of inventory design for the purposes of security and insurance

### *Internal Support Arrangements and External Contracts*

- Liaise with third party suppliers in relation to fault diagnosis and rectification of IT systems. Monitor the performance of suppliers and contractors who offer support or delivery of IT systems to the school
- Design and deliver technical training to staff and students on new and existing developments
- Maintain a good understanding of support models

### *Strategy, Planning, Budget and People Management*

- Evaluate, as required or requested, the performance of various items of hardware and services such as servers, switches, printing, AV and desktop software, determine their suitability for specific applications and prepare reports as required
- Conduct growth analysis and capacity planning, and develop capital and operating budget proposals
- To monitor the performance of services with a view to pursuing particular or recurring problems and providing professional reports to management, senior staff and/or suppliers
- To evaluate the performance of various items of services, determine their suitability for specific applications and prepare reports as required
- Maintain a broad knowledge of state-of-the-art technology, equipment, and/or systems and services, including a focus on their suitability in education.
- Participate actively in the annual planning process, including developing and executing individual work-plans, evaluating and providing feedback on plans as the year progresses
- Maintain a broad knowledge of the importance of contingency planning at different levels for elements of the School's business
- Maintain knowledge of different forms and regulations on tendering

To undertake any reasonable tasks, as directed by the Headteacher

The duties of the post may vary from time to time without changing the general character or the level of responsibility.

**Safeguarding** - *The post holder is responsible for ensuring all county child protection policies are adhered to and concerns are raised in accordance with these policies.*

**Health & Safety** *All employees have a responsibility to cooperate in promoting and maintaining a safe and healthy working environment, and to take reasonable care of their own health and safety at work and that of all team members for which they have general management responsibility.*

## Person specification

**Role:** IT Services Manger

**The person appointed will be the one who most nearly fits this specification.**

### Qualifications and experience:

Good level of written and spoken English, appropriate to the context and audience  
Good level of numeracy, for example planning spending against a budget  
Knowledge of curriculum, including a general understanding of the requirements for IT in the National Curriculum  
Suitability to work with young people\*

### Knowledge and skills:

#### *Specialist Knowledge:*

- Expertise in a wide range of mobile technology systems and services, including BYOD
- Knowledge and experience of MS Server (e.g. Windows Server 2008, 2012) in a networked environment including AD, DNS and DHCP
- Knowledge of networking Windows desktop systems, software and services
- Expertise in network infrastructure devices, such as managed switches, and current cabling standards
- Expertise in maintaining services to users such as networked printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software packages
- Expertise in current best practice, products and statutory requirements

#### *Desirable Specialist Knowledge:*

- Skills in network infrastructure devices such as managed switches and current cabling standards
- Skills in developing and maintaining IP Telephony (VOIP)
- Knowledge of unified photocopying and print management services, hardware and software
- Knowledge of Firewalls, VLANs and QoS
- Knowledge of Wifi technology systems and services (Radius, 802.1X)
- Understanding of scripting languages

#### *Strategic Awareness and Planning:*

- A good understanding of the impact of the availability and quality of IT services and support on the achievement of the School's objectives
- An ability to take a long-term view and develop successful strategies for action through effective planning, review, and administration
- Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, on time
- Aptitude to adjust work processes or methods to accommodate changes in work requirement

*Leadership/ Delegation:*

- An ability to provide direction and coaching to others to enable achievement of objectives
- An ability to assign work to others and empower them to undertake tasks whilst maintaining accountability

**Personal attributes and attitudes:**

*Teamwork / communication:*

- An ability to communicate efficiently and confidently to both staff and students
- An ability to communicate and exercise appropriate influence with senior stakeholders in the School, including the ability to explain technical issues in an accessible manner

*Problem solving:*

- An ability to work and achieve results under pressure, communicate with patience, work calmly in a busy environment and seek information from several sources before acting
- An ability to analyse issues, make informed judgments, take appropriate actions and accept responsibility for results
- Ability to troubleshoot and diagnose complex operating system application performance issues

*Customer focus:*

- An ability to identify and meet the needs of both internal and external customers in order to deliver a high-quality service
- An understanding of the specific demands of working in an education environment
- An ability to explain technical issues in an accessible way to non-technical School members
- An ability to communicate effectively with School members at all levels of seniority, students and parents
- Detailed knowledge of both general and specific ICT health and safety issues relating to work, both for self and all potential users

*Personal Motivation:*

- Ability and motivation to learn new technologies quickly
- A positive and helpful attitude towards work and colleagues
- Willingness to perform above and beyond normal expectation when necessary

*Flexibility:*

- An ability to adapt successfully to changing circumstances, identify fresh approaches and question traditional approaches and assumptions
- Be prepared to work unusual hours on occasions in cases of operational necessity

**Emotional resilience\***

Ability to form and maintain appropriate relationships and personal boundaries with young people\*

\* DfE – Safeguarding Children – Recruitment and Selection June 2005

## **About Gillotts School**

Gillotts is a school that takes great pride in its unique identity. It is one of four mixed 11-16 schools in south-east Oxfordshire and occupies a 33 acre site on the edge of Henley-on-Thames. Its 850 students come from Henley and the surrounding villages.

The site incorporates a Victorian house as well as extensive grounds, both of which contribute to the school's special character.

Gillotts places innovation in teaching and learning at the heart of its development. However, more than this, the school is developing its thinking and practices to ensure that each student's experience of the school is tailored to his or her needs. At the centre of this is the tutoring system, which puts each child in a group of about twenty five students of mixed age. The tutors monitor the academic progress of each of their tutees and work with them to develop their learning skills. There is a strong pastoral focus too, recognising that students' well-being is crucial to their learning. Students' voices are increasingly contributing to decision making in the school and they are working alongside teachers to understand how they learn best.

Academic standards at Gillotts are both high and improving. In 2018, 57% achieved grade 5 or above in English and Mathematics.

Gillotts however also prides itself on being a welcoming and inclusive community. Its motto – 'non nobis solum' – translates as 'not by ourselves alone' and the sense of teamwork, collaboration and cooperation underpins the life of the school.

## **Gillotts - Vision, values and strategic aims**

Non nobis solum – Not by ourselves alone

### **Vision**

Gillotts is a high performing, innovative school where every student is valued as an individual, and is supported and encouraged to achieve their potential. We pride ourselves on being inclusive of all, developing academic achievers and individuals who make a positive contribution to society now and in their future lives.

### **Values**

*As individuals –we value –*

everyone as an individual, capable of growth, change and development; self-respect; self-belief; courage, humour; honesty; integrity; dedication; commitment; generosity of spirit; flexibility; vision; initiative; open-mindedness

*In our professional relationships with each other –we value –*

all staff, whatever their role; clarity in determining roles and responsibilities; respect for the unique contribution of different parts of the curriculum; effective communication; transparency; teamwork; good timekeeping; pride in our achievements; professional development; confidence in each other's support

*In our relationships with our students –we value –*

justice; equality; mutual respect; fairness; consistency; courtesy; high expectations; trust; achievement

*In the experience of learning in our school –we value –*

the joy of learning; creativity; a spirit of enquiry; risk-taking; exploration of ideas; challenge; raising aspiration; inclusion; hard work; celebration of achievement; freedom to express ideas and views; opportunities for reflection; sense of purpose; inventiveness; independence; rigour; mistakes as means of learning

*In our capacity as a community school –we value –*

partnership with parents, governors and the wider community; lifelong learning; human rights; preparing young people to become effective, responsible citizens; skills for life and for work

*In our environment –we value –*

an atmosphere conducive to learning; safety; respect for property; healthy living



## **Vision for the medium term**

Gillotts School is proud of its successes and proud of its identity. We believe in achievement for all and want to secure the best outcomes for all our learners, without exception. We want to continue to raise students' expectations of themselves and develop them as autonomous learners, ready for the challenges ahead.

We will build on our success by creating a highly inclusive and integrated community by enhancing the opportunities for interaction and engagement with the school beyond the planned curriculum, encompassing students' social time within the school day and enhancing opportunities for the use of the school site by the community. Further we would embrace opportunities to extend our success with vertical integration to create a 3-16 all-through school, with strengthened integration (real and virtual) with Henley College, for 14-19 provision.

Teaching and learning are at the heart of this school. We have had an explicit and visible commitment to personalisation of learning since 2005, when the school re-structured around Hargreaves' personalising learning gateways. As personalisation has become embedded, responsibility for many of these gateways now rests with the Leadership Team, recognising the centrality of the concept. The gateways (Assessment for Learning, Learning to Learn, Student Voice, Curriculum, ICT, Mentoring, Advice and Guidance, Workforce Remodelling, School Organisation) remain core to the School Development Plan. However we see Assessment for Learning as the single most powerful lever for improved teaching and learning, and hence improved attainment and progress. We are developing an increasingly personalised approach to CPD recognising that teachers, as professionals, are the best placed to drive their own development.

We will build on our outstanding curriculum, underpinned by a deep understanding of student progress and a commitment to developing the wider skills valued by higher education and employers.

We see 21<sup>st</sup> century learning anchored in student-student collaboration with the teacher as 'the guide by the side not the sage on the stage', with seamless, embedded access to ICT to support interaction, collaboration and feedback. We will break down the artificial boundary of the limits of the school day to support the integration of students' learning in school, at home and on the move. A comprehensive and flexible ICT solution is an essential means to this end. We see every student with permanent access to a handheld device (not necessarily owned by the school) to motivate and support learning.

We have an inspirational site – 33 acres with extensive woodland, on the site of the local manor house, parts of which (including two associated cottages) remain. The school is set on the fringes of the town with extensive views across the Thames valley. We want to use the stunning environment to help excite and inspire students and staff to move the school's performance to the next level, making it an outstanding place to study and work with results securely in the top 10% of schools nationally. To achieve this vision, we need to redevelop the whole school environment.

Since September 2008, the school has offered and maintained the Full Core of Extended Services (ie, a safe place to be, a varied menu of activities, swift and easy referral, community access, parenting support). We are also co-located with Henley Leisure Centre. Building on these successes, we seek to work with the Local Authority and other providers in developing the co-location of services, in support of the principle of bringing services closer to the population. We will continue to develop the support we offer to parents to enable them in turn to support us as they work alongside their children.

Redeveloping the school environment will enable us to achieve all this by allowing us to maximise the potential of the site. It will enable us to meet the challenges we face through having buildings that are not fit for purpose (eg, high maintenance and energy bills, subject teams spread across the school) and so allow us to focus on our core priority of continuously improving outcomes for Henley's young people.

## **Strategic aims**

The primary function of the school is to serve its students and the local community in the best possible way. Bearing this in mind, together with the overall target of being an outstanding school, the Governing Body and the School will work together:-

### **Primarily (Aim 1):**

- **To maximise achievement through effective and inspiring teaching**

**And:-**

### **Aim 2**

- **To maintain a distinctive curriculum offer tailored to the needs of our students, ensuring that 21<sup>st</sup> century technology is used effectively to support teaching and learning**

### **Aim 3**

- **To promote personal development by the provision of outstanding support and guidance**

### **Aim 4**

- **To provide a built environment fit for the purpose of 21<sup>st</sup> century teaching and learning**

### **Aim 5**

- **To promote Gillotts' position as Henley's first class community school**

This document was adopted at a meeting of the Governing Body in December 2018. It is reviewed annually.

Catharine Darnton  
Headteacher

David Gorsuch

## **Safeguarding Children**

It is the responsibility of all staff to promote and safeguard the welfare of children and young persons for who s/he is responsible or with who s/he comes into contact, and to adhere to and ensure compliance with Gillotts School's Child Protection Policy Statement at all times. If in the course of carrying out duties the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the Headteacher, or another designated person for child protection.

We follow safer recruitment practices and procedures that comply with the guidance in "Keeping Children Safe in Education (April 2015)."

Gillotts is committed to safeguarding and promoting the welfare of children. All postholders must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).

The following policies can be found in full on the [School Policies](#) page of the website:

- Child Protection
- Safer Recruitment
- Whistleblowing
- Code of conduct (staff)

## **Living and working in Henley on Thames**

Henley-on-Thames is a pretty riverside Oxfordshire market town, on one of the most beautiful stretches of the River Thames, in gently wooded, rolling countryside. With a population of 10,000, it is an hour west of London and close to the M4 (Junction 8/9) and M40 (Junction 4).

The town has a variety of restaurants, cafés and pubs as well as high street shops and specialist retailers, excellent schools and leisure facilities.

Henley has a reasonable public transport network, with trains running directly to Paddington at peak times and a good bus service in and around the town. There is a variety of accommodation available to buy or rent in Henley and the nearby towns of Reading, High Wycombe and Maidenhead.

Henley is dedicated to maximising its riverside location and has an international reputation for the world's greatest rowing regatta. The town also hosts the Henley Festival, and the 80's music festival Rewind.

Gillotts School is situated adjacent to Henley Leisure Centre, which offers discounted membership for Gillotts staff.