



Trust IT Coordinator, Central Services Attain Academy Partnership

Job Description

Introduction from the CEO

I am delighted to be CEO of Attain and Director of the Chelmsford Teaching Schools Alliance (CTSA), and it is wonderful to work with talented and conscientious staff and trustees who have the outcomes for all our children at heart.



Attain Academy Partnership is a multi-academy trust formed in 2016. Our vision is to create a community of outstanding Trusts with the highest aspiration and dedication to achieving the best outcomes for all our learners.

The dedicated staff, Trustees across all our Trusts form a team, which is creative, collaborative and supportive of one another, enabling the sharing of expertise and opportunities for outstanding professional development.

Attain Academy Partnership is so-named because we believe that committed, co-operative, professional partnerships will secure the best outcomes for all pupils in the future. Attain is committed to delivering high quality educational provision across all our academies whilst reflecting and responding to the individual needs of local communities.

Our aim in all our Trusts is to ensure that every child is a happy and successful learner, a confident individual and a responsible citizen who can develop their skills, abilities, talents and interests in order to fulfil their true potential and achieve what they want to do.

Our ethos is to grow a collaboration of Trusts that work together with a shared desire to be innovative, inclusive and inspirational.

Our Aims and Ethos: 'Working together towards success for all'

- An unshakeable belief in the intrinsic value of every individual within our community based on mutual respect.
- A moral code and high behavioural expectations which are based on Christian values and recognise and respect those beliefs held by different denominations.
- Exciting and creative climates for learning within a safe and supportive environment.
- Sustainable collaboration and sharing of best practice.
- Personal and professional development for all members of staff.
- Accountability based on honesty and responsibility in all our relationships.

We believe:

- That every pupil deserves a good education that enables them to be the best they can possibly be.
- That every individual in our community of Trusts (our pupils, staff, families and friends) is important and has something to contribute.
- In building an exciting and creative climate for learning within a safe and supportive environment.
- In working together and sharing best practice.
- In ensuring the personal and professional development for all members of staff so that they have a rewarding and a fulfilling career within our community of Trusts.
- In accountability based on honesty and responsibility in all our relationships.

Every pupil can expect to:

- Experience a caring and supportive culture in which every individual is safe and can thrive.
- Build positive relationships with the staff in their Trust.
- Experience an aspirational culture in which we refuse to accept barriers to achievement.
- Have ambitious targets and access to appropriate resources to support their learning.
- Meet and talk with our staff regularly about their learning and progress.
- Learn within the classroom with appropriate support and to receive extra help when necessary.
- Have their learning and progress and that of their peers effectively tracked.
- Experience peer-to-peer support within the classroom rather than having total reliance on adults.

Learning will:

- Embrace creative and innovative approaches that engage all learners.
- Reflect planning between experts and teachers to ensure the accessibility of the work.
- Have pace and a continuous focus on progress both academic and social.
- Use modern technology and the virtual learning environment to ensure relevance in the 21st century.
- Be personalised so it is relevant to each pupil and ensure challenge.
- Be tailored to the needs of key groups, for whom appropriate programmes of study will be devised.
- Reflect a balanced but challenging curriculum.
- Enable progress to higher education and/or employment.

Collaboration will ensure that:

- The areas of greatest need are well supported and show rapid and sustained improvement
- The Trust produces flexible and experienced professionals capable of career progression
- Staff within the Trust are well-supported and receive an excellent introduction
- Resources are shared, and economies of scale are achieved

Professional development will:

- Deliver outstanding professionals to work across our trust.
- Ensure that all teachers remain at the forefront of creative and innovative practice.
- Be tailored to meet different standards and needs.
- Focus on outstanding teaching and learning and on developing future leaders who impact on Trust improvement and outcomes.
- Support the needs of our pupils and take account of the stage of development of each Trust.
- Be delivered by inspirational experts.
- Enrich collaborative and reflective working relationships between and within Trust.

Accountability:

- Pupils and staff will understand what they must achieve and how to do this.
- Performance will always be measured against the most ambitious targets.
- Pupils and staff will be held to account for their targets and progress towards them.
- Pupil premium will be used to accelerate the progress of vulnerable pupils.
- Every member of staff will undergo performance management regularly.
- Good and outstanding teaching will be the norm.
- Leaders are proactive in addressing issues and timely, appropriate interventions will be honest and based on objective information.
- Trust bodies will know their Trusts and hold them to account.

The post outlined in this job description is a key role within the Academy and the resource fulfilling the role is expected to achieve the core principles as defined above.

CEO: Susannah Edom-Baker

Pay and Conditions

This is a full time, permanent position working Monday to Friday.

In order to reflect the demands of the post, the salary will be Scale 8 or 9 in the range points 25 to 33 depending on experience. You will also be eligible to join the Local Government Pension Scheme.

Leadership Structure

The structure of the current Senior Leadership Team is as follows:

CEO, CFO, COO, FOO, Head teachers/Heads of School



Specific Job description – Trust IT Coordinator, Central Services

This job description is not exhaustive but is designed to give a flavour of the wide-ranging nature of the position and its importance to the functioning of the Trust.

The Trust IT Coordinator will provide support to the Chief Finance Officer (CFO) and Chief Operations Officer (COO) to ensure that smooth IT operational processes and systems are in place that are effective across the Trust to ensure the best possible educational outcomes for every child.

The Trust IT Coordinator will be a key contact for Heads of School/Head teachers in managing their IT systems and safeguarding obligations. Strong interpersonal skills are required.

They will also be committed to the development of Attains aims and ethos, have experience of and the ability to successfully support, monitor and challenge, and have a good understanding of how to work collaboratively with schools.

Job Purpose

- To provide an effective and efficient IT administrative support service to the Leadership Team across the Trust and the Trust Board for the efficient conduct of the school's administrative affairs and to ensure the smooth running of the school.

Main Responsibilities and Duties

- To support the Leaderships teams and Trust Board with the necessary operational infrastructure which will help them to sustain and improve the educational outcomes of the Trust.

Key Accountabilities

- Assist in shaping and implementing the Trust IT strategy and executing associated projects.
- To develop and assess KPI's and SLA's for the Trust
- Work with staff, head teachers, key stakeholders and Leadership Team across the Trust to ensure the central IT service is reliable and is meeting expectations.
- In conjunction with the COO assist with, strategising, developing and implementing plans for hardware and software purchases across all of our schools, as well as other projects related to IT, so that the IT infrastructure can be optimised in terms of systems, processes, and value for money
- Work with CFO to report on budgets and forecast spend to stay within spend limits and implement planned projects.
- Day-to-day support of all Trust computer systems including servers, end user devices, display equipment and other peripherals.
- Maintain equipment, including computer hardware installations, maintenance of peripherals, scanners, printers, IT furniture, undertake repairs and modifications
- To manage and develop systems and processes to enhance the reporting of IT services.
- Ensure that the network and computer systems are regularly tested and backed up.
- To take responsibility of the inventory of hardware, software and other computer supplies and record any discrepancies.
- To support with regular audits of IT infrastructure and provision in each Academy to produce and maintain a rolling 10-year programme of replacement and refurbishment.
- To support the COO with the maintenance and operation of the IT infrastructure across all Academies in the Trust.
- To maintain adequate data security, including regular password updates and penetration testing.
- Regularly update the systems with antiviral and security software.
- Responding to actual or potential hazardous situations to prevent harm to pupils, staff or others.
- To support the delivery of training sessions for other staff on databases, spreadsheets, graphics, cybersecurity, and other hardware / software issues as well as offer basic training where appropriate.

- Report pupil and school issues in line with the Trust's policies for health and safety, child protection and behaviour management.
- Attend staff and group meetings and training sessions as required.
- Be available to provide out-of-hours support and advice both on site and by telephone.

Finance

- To support the CFO to provide the Leaderships teams and Trust Board with information which will help them to monitor the budget and take financial decisions.

Operations

- To support and update the risk register in terms of specific risks but also to assess trends in risks across all Academies across the Trust and to report any changes to the Leadership Team across the Trust.
- To support the CFO and COO with the process for all tenders and new contracts liaising with the relevant stakeholders as appropriate
- To undertake regular audits of websites and create and monitor associated action plans

Data Protection, Freedom of Information and GDPR operations and management

- To support with regular audits of processes and systems in each Academy in the Trust to ensure that each Academy is GDPR compliant
- To provide remedial support and action for any breaches of Data Protection, Freedom of Information or GDPR regulations/processes
- To assist in the collation of Freedom of Information requests

General

- Operate relevant equipment/complex ICT packages.
- To carry out other related duties to meet the needs of the Trust.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Undertake other duties and responsibilities as may be required.
- To take part in the review process of policies across the Trust
- To support the regular audits functions of the Central team

Key Contacts and Relationships

- Chief Finance Officer
- Chief Operations Officer
- Chief Executive Officer
- Finance Operations Officer
- Head teachers / Heads of School
- Relevant Office Staff
- Academy IT Support Contractors
- Board of Trustees
- Budget holders

Key performance measures

- Annual key objectives, achieved within timeframe and budget.

Working Environment

- Travel throughout the Trust
- Some meetings out of core hours

Person Specification

We seek an experienced professional, with experience in IT. They will combine a record of successful operational practices and knowledge with strong interpersonal skills and the ability to explain complex financial and budgetary issues to stakeholders at all levels.

They will demonstrate the following experience, skills, knowledge and personal attributes.

Criteria	Essential requirements
Qualifications	<ul style="list-style-type: none"> • Educated to NVQ Level 4 or equivalent qualification/experience • Experience of network support • Qualification & proven experience in management
Professional Experience	<p>Essential knowledge:</p> <ul style="list-style-type: none"> • Detailed knowledge of relevant school policies and procedures. <p>Essential skills and abilities:</p> <ul style="list-style-type: none"> • Proven ability to use a wide range IT packages including Microsoft suite • Proven ability to design IT systems • Proven experience of network design, implementation and maintenance • Up-to-date knowledge of network security measures. • The ability to adapt to both varying tasks and those of a routine nature. • The ability to absorb information readily and speedily and work under pressure. • The ability to respond effectively to staff, outside agencies, suppliers, stakeholders and the general public at all levels, both in person and over the telephone. • A good understanding of the need for confidentiality and secure financial processes and systems. • Proven literacy, numeracy and communication skills. <p>Special conditions:</p> <ul style="list-style-type: none"> • Willingness to undertake further training as required - for example for the software used by the schools. • The ability to work flexibly and ensure that essential tasks are carried out within agreed timetables. • The physical ability to perform the duties of the post with the support of aids and adaptations if necessary.
Communication	<ul style="list-style-type: none"> • Proven ability to complete complex returns, write complex letters and reports • Proven ability to exchange complex verbal information clearly and sensitively • Proven ability to negotiate effectively to achieve best outcomes • Proven ability to manage difficult or controversial exchanges • Proven ability to provide professional and timely information to others
Personal Attributes	<ul style="list-style-type: none"> • A deep commitment to the vision and aims of the Trust. • Ability to build and maintain effective relationships with those working in and with the Trust / schools • A strong team player with good interpersonal skills and the ability to work effectively as part of a growing organisation. • High levels of energy and personal impact with the authority to command the respect of Heads of Schools/Head teachers and senior stakeholders across the Trust. • High professional standards in dress, attendance and punctuality • Hardworking, efficient, ever-visible, committed and flexible • A good understanding of and commitment to equal opportunities policies and its relationship to The Attain Academy Trust.
Responsibilities	<ul style="list-style-type: none"> • Proven ability to be proactive and initiate action • Proven ability to manage and support the work of others • Proven ability to plan and manage own time • Proven ability to resolve problems independently

Data protection

- Being aware of the Trust's responsibilities under the Data Protection Act 1984 and all subsequent legislation and/or regulations for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- Maintaining records and archive systems, in accordance with departmental procedure, policy and statutory requirements.

Confidentiality

- You are expected to treat all information acquired through your employment, bothy formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the Trust's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities

- The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

Safeguarding Children and Safer Recruitment

- The Attain Academy Partnership Trust is committed to safeguarding and promoting the welfare of children and young people as required under the Education Act 2002 and expects all staff and volunteers to share this commitment.

An ENHANCED DBS check is required for this post.

This Job Description is subject to annual review and alterations may be negotiated to reflect the changing needs of the school.