

GREAT BADDOW

HIGH SCHOOL



Headteacher: Mr P Farmer BA (Hons)

RECRUITMENT PACK

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Post of First Line IT Support Technician

The purpose of the role is to provide first level IT support, problem solving and escalation where appropriate. This is an entry level position working alongside an experienced IT team to maintain high quality technical services for the Great Baddow High School community. The ideal candidate will have a natural ability for listening, building rapport and communicating with stakeholders; the ability to anticipate stakeholder concerns, and use initiative to proactively resolve challenges.

The technician will deliver work that is efficient, effective, reliable, fit for purpose and can adapt to a dynamic environment.

The postholder will have the following responsibilities:

- Triage and respond to requests via the service desk.
- Initial problem diagnosis, proactive troubleshooting, and resolution. Escalate where appropriate.
- Management of open tickets through to resolution and within service level agreement.
- Proactive maintenance of IT assets and audio visual setups.
- In person support with IT equipment in classrooms, examinations and venue facilities.
- Basic maintenance and repair of network cabling infrastructure including sockets, patching and data cabinets
- Maintenance of the digital library, capture of media, video conversion and subtitles as required to support the teaching staff.
- Accurate maintenance of the asset register
- Promote adherence to cyber essentials framework, technical policies, including those relating to safeguarding, internet usage, Data Protection, Information Management, and escalate concerns.
- Undertake continued professional development in line with the IT strategy.
- Ensure adherence to Health and Safety policies.

To assist with:

- Digital signage system and content.
- Installation of operating systems, applications, and updates.
- Administration, and setup of IT managed personal devices.
- Cloud platform management and integration.
- Installation and upgrades of network equipment and cabling.
- Installation and upgrades of server infrastructure and services.
- Opportunity to contribute to larger projects.
- Recover files from backup systems.

The postholder will be expected to undertake any other reasonable task or responsibility, which may be required under the direction of the leadership team, which is not covered by the above.

Some elements of the work are of a strictly confidential nature.

Guidance notes for completing application pack

How to make an application;

Please complete the application form in black ink or typescript. This application form and process has been designed to provide the range of information necessary for a fair and consistent approach to recruitment. We strongly advise that you carefully read all available information for this job before you start completing the form. Included in this pack are a full job description and a person specification, detailing the skills, qualifications and experience that are required for this job.

You must demonstrate in your application how you are able to fulfil the requirements of the person specification and job description for the post, as this will form the basis on which decisions are made on selection for interview.

Work permit/Evidence of permission to work in the UK (front page)

Please let us know if you are an overseas national who requires a work permit to work in the UK. You should check your immigration status, if applicable, before answering this question.

Prior to commencing employment with the school, all members of staff will be required to produce documentary evidence of permission to work in the United Kingdom. You could provide, for example, either a British passport, or a passport or national identity card from an EEA country or Switzerland; or, alternatively, a document showing your permanent UK national insurance number and your full UK birth certificate; or a work permit and your passport.

A full list of acceptable documentary evidence is available on request. An original document must be seen on or before your first day of employment.

Employment (sections 2 – 4)

Please give us full details of your complete work history over the past 10 years, or since school. This can include paid employment, voluntary work and work experience.

Education (sections 5)

Please give full details of your education, detailing schools/colleges attended and qualifications achieved, including subject, level and grade. Please also include information on any qualifications for which you are currently studying.

Qualifications (section 6)

Please include details of all professional qualifications, eg qualified teacher status (including DfES number), NNEB, AAT, City & Guilds, BTEC etc. You will be asked to provide evidence of any qualification(s) specifically required for the post.

Any other skills/training (section 7)

This could include: on the job training; IT training courses; skills training courses; apprenticeships; technical training; health and safety training etc.

Statement in support of your application (section 8)

Please use this section to explain your reasons for applying for this job. The information you include here should be directly related to the person specification and you should demonstrate clearly how your experience, skills and abilities match those required in the job. You can draw on elements from any aspect of your life, such as education, work, home or community life, as long as you focus on its relevance in comparison to the needs of this job.

References (section 9)

Please give details of two referees who can comment on your suitability to do this particular job. They can be from college, school or voluntary experience and at least one reference should be from your current or most recent employer, if applicable. However, references will not be accepted from relatives or from people writing solely in the capacity of friends. In providing the names of referees, you are agreeing that the school may ask their opinions on your character in relation to this application. These opinions, given in trust, will remain strictly confidential. Please note that it is school policy to request references prior to interview if at all possible (unless otherwise requested).

Canvassing (section 1)

Direct or indirect canvassing of county councillors, senior council employees or members of the governing body by you, or on your behalf, is strictly forbidden. Failure to disclose a family relationship to any county councillor, senior council employee or governor may lead to your disqualification.

Disclosure of criminal convictions (section 10)

All applicants will be required to disclose details of both spent and unspent criminal convictions if invited to interview. Those applicants who are appointed to posts within the school will also be required to complete an additional form to enable a check to be made on their criminal record through the Disclosure and Barring Service (DBS) as defined by the Exceptions Order associated with the Employment of ex-Offenders legislation. Please see the attached copy of the Employment of ex-Offenders policy. The post you are applying for is subject to an enhanced criminal check. The DBS make a charge and this will be paid by the school on behalf of the successful applicant.

Candidates who are asked to complete the DBS form will also be asked to show evidence of identity eg birth certificate/passport/driving licence etc. Any information disclosed will be kept in strict confidence and used only in consideration of your suitability for the job for which you are applying. If you fail to disclose any convictions, then your employment could be subject to dismissal or disciplinary action by the school.

Data Protection (section 10)

All or parts of the information on this form and all other documents submitted in application will be held securely by the school in line with our data protection policy. The information will only be shared in line with the Privacy Notice.

Equal opportunities monitoring

The governing body are equal opportunities employers and committed to ensuring that applicants are selected for appointment on the basis of their abilities relevant to the job. Your application will therefore be considered strictly on the basis of experience, skills, aptitudes, knowledge, attainments and any other criteria necessary to undertake the duties of the post, as set out in the enclosed person specification.

Section on disability

If you have a disability, please indicate any relevant effects of the disability and any adjustments that may help to overcome any disadvantage the disability may cause (a) if you are invited to interview and (b) you are appointed to the post.

Closing date

The closing date for the job is on the advertisement. Please ensure that your application reaches us on the specified date, as late applications will not normally be accepted.

Medical clearance

If you are appointed, you will be asked to complete a Fitness to Work Declaration and may be asked to attend an appointment with the County's occupational physician at County Hall, Chelmsford.

Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to ensure that all our employees have leave to enter and remain in the UK and are not subject to a condition precluding them from taking up employment. We would therefore ask you to bring with you, if invited to interview, an original document containing a national insurance number, eg P45, P46 or P60 or an old payslip and one of the following:

- British birth certificate or passport
- European Economic Area (or ESS) passport or identity document
- passport or travel document endorsed to show that the holder is entitled to work in the UK (work permit)
- certificate of registration or naturalisation as a British citizen
- a letter issued by the Home Office confirming that a person has indefinite leave to enter or remain in the UK.

Contact information

If you need any help or advice in completing the application pack, please contact the HR Officer on 01245 293711. Please return the completed application pack to the address on the front of the application form.

Please note that a CV will only be accepted if accompanying a fully completed application form.

Recruitment and Selection Policy Statement

1. The Governing Board is committed to:
 - safeguarding and promoting the welfare and safety, and the spiritual, moral, social and cultural development, of children and young people;
 - promoting equality of opportunity and community cohesion where the diversity of different backgrounds and circumstances is appreciated and positively valued;
 - promoting the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs and expects all staff, volunteers and other workers to share this commitment. It is recognised that this can only be achieved through sound procedures, good inter-agency co-operation and the recruitment and retention of competent, motivated employees who are suited to, and fulfilled in the roles they undertake.
2. The Governing Board recognises the value of and seeks to achieve a diverse workforce which includes people from different backgrounds, with different skills and abilities. We are committed to ensuring that the recruitment and selection of all is conducted in a manner that is systematic, efficient, effective and promotes equality of opportunity. Selection will be on the basis of merit and ability, assessed against the qualifications, skills and competencies required to do the job. We will uphold obligations under law and national collective agreements to not discriminate against applicants for employment on the grounds of the protected characteristics of age, sex, sexual orientation, marriage or civil partnership, pregnancy, gender re-assignment, disability or health, race (which includes colour, nationality and ethnic origin), religion or belief.
3. We will implement robust recruitment procedures and checks for appointing staff and volunteers to ensure that reasonable steps are taken not to appoint a person who is unsuitable to work with children, or who is disqualified from working with children, or does not have the suitable skills and experience for the role.
4. We will ensure that the terms of any contract with a contractor or agency requires them to adopt and implement measures described in this procedure. We will monitor the compliance with these measures and require evidence that relevant checks have been undertaken for all workers deployed.
5. The following pre-employment checks will be required where applicable to the role and settling:
 - receipt of satisfactory references*
 - verification of identity
 - a satisfactory DBS disclosure if undertaking Regulated Activity
 - verification that you are not on the DBS Children's barred list and therefore not barred from working with Children
 - verification that you are not prohibited from teaching
 - verification of medical fitness
 - verification of qualifications
 - verification of professional status where required e.g. QTS status
 - the production of evidence of the right to work in the UK
 - verification of successful completion of/exemption from statutory induction period
 - verification that you are not subject to any s128 directions preventing you from holding a management position within a school
 - a declaration that you are not disqualified from working with children by virtue of the Childcare (Disqualification) Regulations 2018 or that you have provided a disqualification waiver from Ofsted

NB It is illegal for anyone who is barred from working with children to apply for, or undertake Regulated Activity.

*In exceptional circumstances, where you have good reason not to want your referees to be contacted prior to interview, you should set out your reasons with your application form. Where it is agreed to defer, referees will be contacted immediately after interview before an offer of employment is made.

6. We will keep and maintain a single central record of recruitment and vetting checks, in line with the current DfE requirements.

7. All posts/voluntary roles that give substantial unsupervised access to children and young people are exempt from the Rehabilitation of Offenders Act 1974 and therefore all applicants will be required to declare spent and unspent convictions, cautions and bind-overs (save for those offences that are subject to filtering by the Police).

Applicants will be required to sign a DBS consent form giving consent for the DBS certificate to be copied and shared (within strict guidelines) for the purposes of considering suitability for employment and consent for an online status check to be carried out in the event that the applicant subscribes to the DBS update service.

The Governing Board is committed to ensuring that people who have convictions / cautions / reprimands on their record are treated fairly and given every opportunity to establish their suitability for positions. Having a criminal record will not necessarily be a bar to obtaining a position, except in the case of school settings covered by the Childcare (Disqualification) Regulations 2018 where certain convictions, cautions or warnings will mean an individual is disqualified from working in that setting and will prohibit employment at the school (unless a waiver can be obtained from Ofsted).

Positive disclosures will be managed on a case by case basis taking into account the nature, seriousness and relevance to the role. The following factors will be considered in each case:

- The seriousness/level of the disclosed information eg was it a caution or a conviction.
- How long ago did the incident(s) occur?
- Whether it was a one-off incident or part of a repeat history/pattern.
- The circumstances of the offence(s) being committed and any changes in the applicant's personal circumstances since then.
- The country where the offence/caution occurred.
- Whether the individual shows or has shown genuine remorse.
- If the offences were self-disclosed on the SD2 form or not (non-disclosure could, in itself, result in non-confirmation of employment on the grounds of trust, honesty and openness).

When making a recruitment decision The Governing Board will disregard any filtered convictions/cautions/reprimands which were disclosed in error.

A previously issued Disclosure and Barring Service Certificate will only be accepted in certain restricted circumstances or where you subscribe to the DBS update service and the appropriate online status checks have been satisfactory.

The Disclosure and Barring Service has published a Code of Practice and accompanying explanatory guide. This Governing Board is committed to ensuring that it meets the requirements of the Disclosure and Barring Service in relation to the processing, handling and security of Disclosure information.

8. The school processes personal data collected during the recruitment process in accordance with its data protection policy. Data collected as part of recruitment process is held securely and accessed by, and disclosed to, individuals only for the purposes of completing the recruitment procedure. On the conclusion of the procedure, data collected will be held in accordance with the school's retention schedule.

A copy of our Recruitment Procedure is available upon request.