

Candidate Pack

Deputy Network Manager

From £31,273 - £34,519p.a.

Based on the Trust Campus in Warlingham, Surrey

Working across all schools within the Trust



Tandridge Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to safer recruitment checks, including an enhanced DBS check.

As an equal opportunities' employer, Tandridge Learning Trust is also committed to achieving a diverse and inclusive workplace and strongly encourages suitably qualified applicants from a wide range of backgrounds irrespective of personal characteristics.

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Deputy Network Manager

This is a great opportunity to join our ICT team within a small Multi Academy Trust. This new role in our structure will suit an experienced and ambitious IT professional, looking for greater responsibility and the next step in their career. Our in-house team of technicians work across all schools under the guidance of a Network Manager from an external provider. We get the best solution – a dedicated and experienced in-house team, partnered with expertise and support from a specialist organisation.

You will be joining a forward-thinking Trust at an exciting time in its development and will enjoy our many staff benefits which include: -

- Generous annual leave entitlement
- Well established and supportive training and development opportunities
- Family friendly policies, including discounted nursery provision on-site
- Employee Assistance Programme and Wellbeing support
- Lifestyle and retail discounts
- Staff sports and social events

The primary purpose of this role is to manage the operational ICT support to users throughout the Trust. You will be an integral team leader, providing a customer sensitive and responsive support and fault resolution service, as well as supporting the Network Manager on strategic direction. The ability to inspire others is therefore key, as well as being able to solve problems and explain solutions to non-technical staff. You should be experienced in maintaining networks and have good project management skills. If you feel you have the skills, experience and enthusiasm we are looking for, we look forward to hearing from you.

Closing Date: 10am, Monday 12th July 2021

Interview Date: Monday 19th July 2021

Contact Details:

Mrs Judith Standen, HR Manager 01883
776677 x2014

j.standen@tandridgelearningtrust.co.uk

How to Apply:

Please complete the Academy's application form and return it to -
hr@tandridgelearningtrust.co.uk



Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Deputy Network Manager
Grade	TLT8	Reports to (role title)	Network Manager
JE Band	269-313	Service	Shared Services
		Team	IT Support
		Date Role Profile was created	June 2021

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Deputy Network Manager will have a significant senior role in providing both comprehensive IT operational support as well as assisting the Network Manager in the provision of ICT network services across the Trust, maintaining integrity at all times. In managing the technician team, they will play a significant part in ensuring operational technician support across the Trust is prioritised and allocated appropriately.</p> <ul style="list-style-type: none"> • Ensure systems are operational and efficient across the Trust to enable normal school activities to function effectively • Ensure appropriate technician support is available when required both inside and outside of normal school hours • Oversee the helpdesk ticketing system on a day to day basis, prioritising and allocating jobs to junior colleagues as appropriate • Oversee the setting up and deleting of users on relevant systems in accordance with their level of access, ensuring that safeguarding and GDPR regulations are adhered to and accurate records kept • Train non-users in systems and assist them in trouble-shooting to find workable and practical solutions to problems • General and complex maintenance and fixing of faulty equipment • Maintaining other systems – telephones, classroom AV, CCTV etc. • To plan, organise and source new hardware and software, ensuring value for money in procurement. • With the Network Manager, support SLT's with strategic ICT design and development opportunities consistent with the School Improvement Plans and the Trusts aims • Review and develop operational policies and procedures to assist with ICT management and compliance. • Maintain asset registers for ICT equipment. • Deputise for the Network Manager at strategic and networking meetings as required. • Undertake project work as required by the Network Manager
Work Context	Based in the shared services team within a MAT of 5 schools, the postholder will work across the Trust.

Line management responsibility	Line management responsibility for a small team of technicians and/or apprentice technicians – recruitment, attendance, development, work organisation
Budget responsibility	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3rd parties with organisational requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate.

	<p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquiries from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Further or higher education qualifications relevant to ICT or able to evidence equivalent knowledge and understanding from previous work experience. • Specialist knowledge of IT working practices and current IT trends gained through significant work experience, preferably with some education sector experience • High level working knowledge of a wide range of networking technologies and a good technical background in desktop computers and peripherals • Sound understanding of the economics of maintaining an IT network and the consequences of service interruption. • Experience of project management, implementation and continuous improvement. • Sound understanding of Data Protection principles as they apply in a school environment. • Excellent communication skills and the ability to build relationships/work with all stakeholders • Ability to show initiative, self-manage and work under pressure with limited supervision, leading on projects, tasks and activities. • Able to evidence analytical, organisational and administrative skills • Experience of managing a team of staff, leading, motivating and developing others • Current Driving licence and use of a vehicle as travel between sites will be required.
<p>Role Summary</p>	<p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>

Tandridge Learning Trust

Tandridge Learning Trust was formed in 2017 by five Tandridge schools. It is a cross-phase Multi-Academy Trust (MAT) comprising one secondary (Warlingham School & Sixth Form College), and four primary schools (Bletchingley Village Primary School, Hamsey Green Primary School, Tatsfield Primary School and Woodlea Primary School).

Tandridge Learning Trust recognises and respects the unique culture and ethos of each individual school and has high aspirations for every child and every school; sharing best practice and inter-school collaboration to improve teaching, learning and outcomes for children.

The Trust provides robust challenge combined with relevant support for each school to ensure that every child, no matter their ability or circumstances, achieves their best possible outcomes. It also provides wider opportunities for students and staff by broadening the curriculum offer, sharing specialist staff and improving professional development. This broader curriculum and opportunities for development and movement within the Trust creates an attractive working environment and aids in staff recruitment and retention.

The structure also provides more possibilities for robust succession planning and encourages the development of school leaders.

Working together as a group of similarly minded schools creates more opportunities for economies of scale, eventual efficiencies in the provision of centralised services and access to additional funding.

By operating as a cross-phase Multi-Academy Trust, the schools can improve the transition between primary and secondary phases and thus raise learning outcomes.

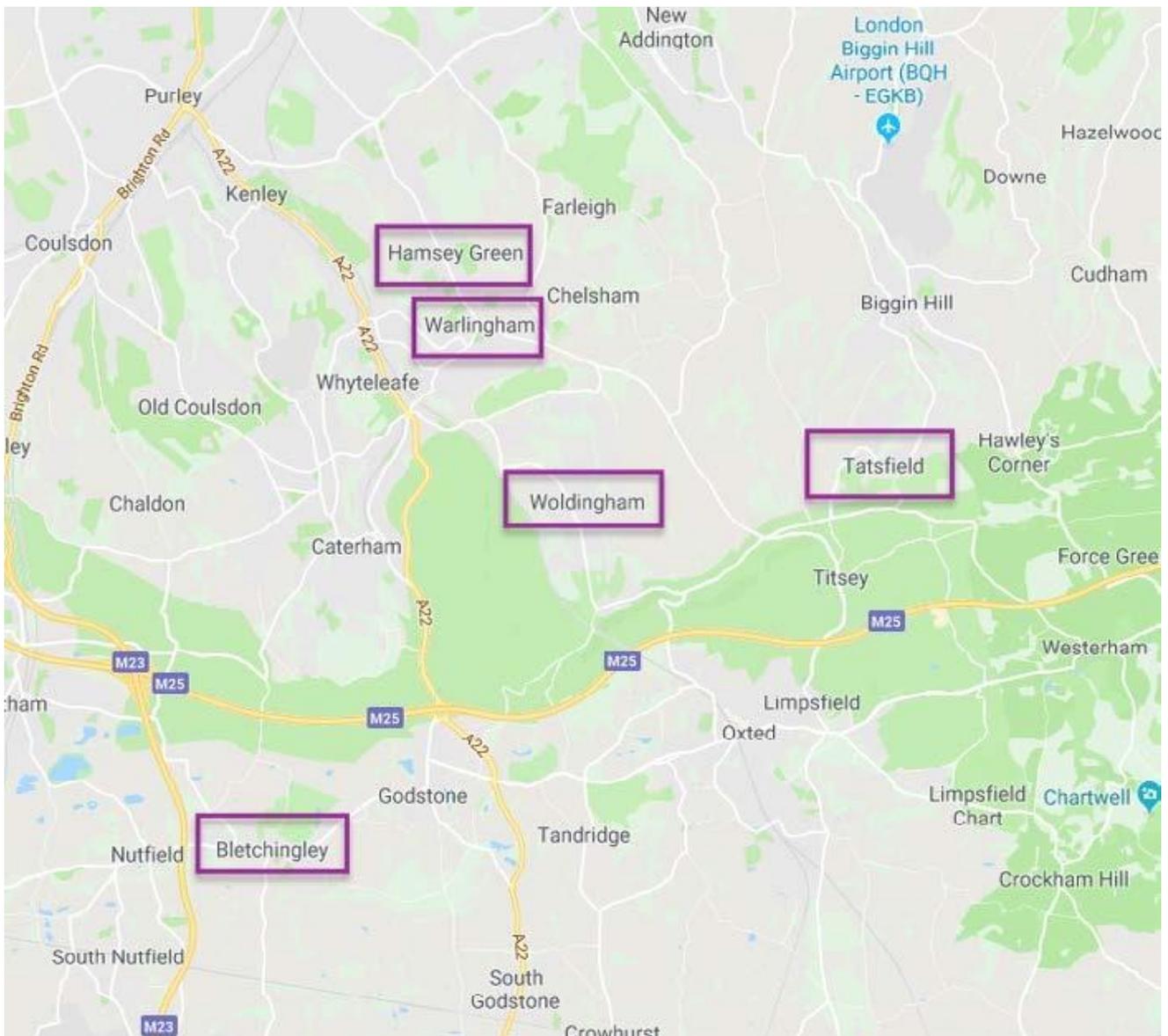
Tandridge Learning Trust is governed by a Trust Board which is responsible for the strategic decision-making and financial prudence of the Trust.





OUR SCHOOLS

Our schools are all in our local area – it takes less than half an hour to travel between those furthest afield.



www.bletchingleyschool.co.uk

www.hamsey.surrey.sch.uk

www.tatsfield-surrey.co.uk

www.warlinghamschool.co.uk

www.woodlea.surrey.sch.uk