



Astrea Academy Trust

INSPIRING BEYOND MEASURE

IT Manager - Secondary

CANDIDATE PACK



Open Letter from our CEO

Dear Candidate,

Astrea is an ambitious, dynamic and young trust with a mission to tackle historic educational disadvantage. Our academies are based across South Yorkshire and Cambridgeshire, often in areas which have experienced generationally poor educational opportunities. Our role is to change that. We want to play our part in the social regeneration of these areas.

We have grown rapidly over the last four years and now educate around 14,000 students in 27 academies. Whilst our educational outcomes have improved over the last 4 years, they are not yet as strong as we would like them to be, nor as strong as our students and communities deserve.

With this in mind, we are entering a new period in our development. We are increasingly clear and specific about our vision for behaviour, curriculum and teaching quality, but our sense of what defines us is still evolving. With this in mind, we are looking for leaders who:

Want to be part of our journey to outstanding, shaping our vision, and helping us to unlock the collective power of our system. If you're a solo flyer, our Trust is not for you.

Share our commitment to an inclusive, aspirational and academic education for all pupils.

Believe that in a Multi-Academy Trust, the whole is greater than the sum of the parts and that it is our collective responsibility to get the best outcomes for all our pupils.

Bring expertise, aspiration, courage, and a collegial approach. We are brave for our communities and we welcome challenge and ambition.

Are authentic, visible and driven.

Bring an academic perspective to their work, supported by well-researched, well-evidenced approaches that make us think and push the trust's practice forwards

Want our schools to be joyful places to learn, underpinned by expert teaching, brilliant curriculum, broad opportunities for learning and excellent consistent behaviour in every classroom.

For our part, we commit to challenging you, inspiring you, supporting your development and giving you access to leadership opportunities not only within your own school, but also across our Trust as your role develops.

Best Wishes

Rowena Hackwood

CEO at Astrea Academy Trust



Job Description

JOB TITLE:
IT Manager - Secondary

REPORTING TO:
Head of IT

SALARY RANGE:
£44,236 - £49,348 per annum

CONTRACT TYPE:
Permanent

WORKING PATTERN:
Full time – 37.5 hours per week



Role Description

Purpose

To work as part of the Astrea Central IT team supporting our Secondary phase schools, covering both South Yorkshire and Cambridgeshire. Covering IT infrastructure, services, and solutions, where you will provide support to the Academy Trust organisation and the member academies within the Trust or other agencies supported by the Trust. You will assist with development, project management and implementation of new systems and be responsible for the day to day running of existing IT infrastructure and support delivery within an assigned group of academies. You will be visiting each of your schools regularly ensuring excellent service and opportunities to build relationships are never missed. As part of the IT Leadership team at Astrea, you will facilitate an effective flow of information between your schools and IT teams relating to challenges, opportunities, and initiatives, in order to provide the best possible service to our academies drawing on the strength of the wider Astrea IT community. You will contribute to development and improvements in Astrea's IT practices allowing you to make your mark on the service we deliver which affects thousands of our pupils and staff daily.

Main Duties and Responsibilities

You will lead the service delivery in your academies supporting school-based or field-based teams in the following duties:

- * Ensure excellent IT Service Delivery
- * Supplementary support to established Academies & their IT support teams
- * IT project delivery with responsibility for project management
- * Build, manage and develop relationships with the Leadership Team of each School visited
- * Line Management of the IT Support Team within your assigned schools
- * Use and champion the use of service desk software to manage workflow and provide timely and appropriate feedback to clients and other members of the team

Main Duties and Responsibilities (continued)

- * Develop and implement new technologies in line with Astrea IT strategy and objectives
- * Assure systems' security
- * Work as part of the Astrea IT support team
- * Manage existing and implement new systems and solutions as directed
- * Ensure accurate records are kept of all IT hardware, software and peripherals
- * Develop effective working relationships within the Academies and central Trust team always ensuring rich and frequent communication
- * Assist in and provide initial configuration and troubleshooting, installation and support services in the Astrea Trust Academies and partner organisations
- * Deliver training where deemed appropriate to end users or technical staff
- * Induct new starters to Astrea Academy Trust operating procedures and relevant policies
- * Ensure compliance with data protection and related current legislation
- * Ensure good practice is adhered to by users and IT teams.

Software

- * To assist with the configuration, installation, and testing of required software
- * To assist with making software and data available to appropriate users
- * Ensure that anti-virus software is installed, kept up to date and working properly on all stations
- * Ensure software and operating system updates are installed as appropriate
- * To assure compliance in the provisioning and distribution of web-based or online systems
- * Support website development

Role Description

Main Duties and Responsibilities (continued)

Hardware

- ✦ To ensure IT hardware and peripherals are installed and configured according to Trust guidelines
- ✦ Maintain and troubleshoot academy systems as appropriate
- ✦ To ensure equipment is allocated correctly to members of staff
- ✦ To ensure that the school Asset registers are kept up to date
- ✦ Liaise with suppliers in relation to repairs of equipment under warranty or maintenance contracts

IT Management

- ✦ Liaise with Central IT Support and suppliers regarding school-based support requests where needed
- ✦ Provide support to Academy IT Teams in the event of network failure or disruption
- ✦ To assist Academy IT teams in upgrading Networks and in project managing newly procured systems
- ✦ Ensure network maintenance tasks are carried out in line with the IT standard operating procedure
- ✦ Follow the Core IT / supplier's recommended procedures

Other Specific Duties

- ✦ Basic clerical duties related to the post, including record keeping of conversations
- ✦ Facilitate conversations between Schools, Central IT and Suppliers where necessary
- ✦ Maintain, record, and update all aspects of the IT infrastructure
- ✦ Assist staff members with the use of IT software and hardware
- ✦ Line management of staff including objective setting in line with Trust's plans and objectives; performance management in line with Astrea Performance Management Framework
- ✦ To comply with any reasonable request from your line manager to undertake work of a similar nature even if not explicitly named in the job description

Person Specification

Experience

Candidates will be expected to be able to demonstrate previous line management of team members and be able to demonstrate that they have been involved in strategic conversations with key parties in their previous roles.

Education and Qualification

- ★ ★ 5 GCSEs (or equivalent) including Maths & English (Essential)
- ★ ★ Microsoft Qualifications or related study (Desired)
- ★ ★ Networking or Computer Engineering qualification (Desired)
- ★ ★ Full current UK Driving Licence (Essential)

Skills and Knowledge

- ★ ★ Strong project & personnel management skills
- ★ ★ Strong knowledge of Microsoft Windows Server & Client Operating Systems and Office packages
- ★ ★ Strong Knowledge of Microsoft Server OS and roles, M365 and migration processes
- ★ ★ Network administration experience
- ★ ★ Network and server implementation experience
- ★ ★ Experience managing IT procurement and managing projects

Skills and Knowledge

- ★ ★ Experience in an IT Support Team
- ★ ★ Experience of Line Management
- ★ ★ Ability to work under pressure, excellent time management skills
- ★ ★ Ability to travel and interact with staff at all levels in organisations
- ★ ★ Deal with IT Support requests, IT Installations, and user provisioning
- ★ ★ Demonstrable knowledge of good IT practices
- ★ ★ Flexible and adaptable approach
- ★ ★ Strong communication and interpersonal skills
- ★ ★ Problem Solver
- ★ ★ Flexible and adaptable approach to working
- ★ ★ Able to manage own schedule, managing timescales, meetings and appointments effectively
- ★ ★ Able to make decisions independently or collaboratively
- ★ ★ Understanding of Health and Safety issues and good practice
- ★ ★ Experience of device and software management using Microsoft SCEM/SCCM and Intune
- ★ ★ Able to keep accurate records of systems, meetings and change requests
- ★ ★ Understanding of web content filtering and the role within Safeguarding in schools
- ★ ★ Able to work in conjunction with other key teams and suppliers to ensure projects are completed successfully

This is not exhaustive.

Astrea Academy Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment. Posts are subject to enhanced DBS checks. For further details on the recruitment process, please review our Recruitment Pack. This can be found attached

About Astrea

Astrea is an ambitious, dynamic and young trust with a mission to tackle historic educational disadvantage and raise quality standards across all of our schools. Our academies are based across South Yorkshire and Cambridgeshire, often in areas or at schools which have experienced generationally poor educational opportunities. Our role is to change that. We have grown rapidly over the last four years and now educate around 14,000 students in 27 academies and settings. Whilst our educational outcomes have improved over the last 4 years, they are not yet as strong as we would like them to be, nor as strong as our students and communities deserve. With this in mind, we are entering a new period in our development. We are increasingly clear and specific about our vision for behaviour, curriculum and teaching quality.

Key Characteristics of our academies:

- High aspirations, with a firm emphasis on academic attainment
- A knowledge-rich curriculum that develops a general knowledge of the world not simply for progression for the workplace, but for the love of the acquisition of knowledge
- A calm and purposeful learning environment built on mutual respect and centralised behaviour systems
- Outstanding pastoral care with the provision of specific trust delivered SEMH services where appropriate to the pupil
- Standardised reading and arithmetic catch-up programmes for pupils where this is relevant that are taught by specialists
- Active parental and community involvement
- A broad range of extra-curricular activities including sports, music, performing arts and academic clubs

Objectives for pupils:

- Encourage all children to be confident, hard-working and ambitious, regardless of background
- Transmit a core body of knowledge to all pupils and the ability to think for themselves in order to be aware of the world around them
- To be active and thoughtful participants in their local community
- To be successful in achieving their qualifications at both GCSE and A Level

A knowledge-rich education:

- By a knowledge-rich education we mean a rigorous and extensive, knowledge-based education that draws its material and methods from the best and most important work in both the humanities and the sciences.
- The aim of a core-knowledge education is not primarily to prepare pupils for a job or career, it is more to transform their minds so that they are able to make reasonable and astute judgments and engage fruitfully in conversation and debate – not just about contemporary issues, but also about the universal questions that have been troubling mankind throughout history.
- We want children to leave our schools with the confidence that comes from possessing an essential general knowledge. A knowledge-rich education should not confine itself to the Western canon, but should embrace other cultures and traditions. What that canon includes will be subject to review, but will always be closely connected to the history and the present nature of the society in which we live, including our international connections.

View the [Astrea 2025 Strategy here](#)

Astrea Academy Trust are delighted to be part of such an important movement, which will ensure we have the guidance to challenge attitudes towards disability, tap into wider talent pools and help all individuals across the Trust fulfil their potential and realise their aspirations. As a Disability confident employer we have pledged to promote a culture that ensures there are no barriers to the development and progression of disabled staff.

Astrea Talent Programme

We believe that everyone has talent. At Astrea, we want your career to flourish, nurturing potential through the Astrea Talent Programme. This provides a defined career pathway, with associated personal and professional development way points and opportunities, funded by the Trust, wherever you start on the pathway. From apprentice to senior leader, we are devoted to growth and fulfilment. We want you to realise your ambition plus competence towards a brilliant education for all our pupils, giving them the opportunities they truly deserve.



Here at Astrea Academy Trust we know that diversity fosters creativity and innovation. We are committed to developing and retaining a workforce that is representative of the diverse communities that we serve. We are committed to equality of opportunity, to being fair and inclusive and building our culture of belonging. We therefore particularly encourage applications from candidates who are likely to be underrepresented in Astrea's workforce. These include people from Black, Asian and minority ethnic backgrounds, disabled people, LGBTQI+ people.

