



# IT SERVICE MANAGER Recruitment Pack



A close-up photograph of a person's hand typing on a laptop keyboard. The hand is wearing a blue sleeve. The laptop screen in the background shows a blue interface with some circular icons. A large, semi-transparent purple rectangle is overlaid on the right side of the image, containing white text.

# WELCOME

Ivy Learning Trust is a family of schools dedicated to giving children a great education.

We are looking to appoint an IT Service Manager to our Central Team. This is a crucial role within our Trust, responsible for supporting the Head of IT with all aspects of the IT infrastructure.

# ABOUT IVY LEARNING TRUST

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## Our Vision

Ivy is a charity and our purpose is to provide education for the public benefit.

## We have four guiding principles:

- We are one family of schools
- Good education is a birthright
- We want to make it easy to make a difference
- Schools are at the heart of their communities



Ivy Learning Trust is a family of schools dedicated to giving children a great education. We formed our Trust in 2017 with two Enfield primary schools, Brimsdown and Lavender, in order to formalise the already close working relationship between them. We now have a network of 16 primary schools across North London and Hertfordshire.

This collaboration has enabled our community to benefit from the expertise and talents at each joining school, with leaders sharing successful techniques and innovations. Staff enjoy better access to CPD programmes and opportunities to develop their careers. We are a supportive community, dedicated to ensuring that no one is left behind and that everyone benefits from being part of our Trust.

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# OUR SCHOOLS



# 14

*Good or Outstanding*

# 2

*Sponsored Academies*

SCHOOL	LOCATION	JOINED	OFSTED
1. Lavender	Enfield	2017	Good (2020)
2. Brimsdown	Enfield	2017	Good** (2023)
3. Churchfield	Enfield	2018	Good (2022)
4. Eastfield	Enfield	2018	Good (2022)
5. Larkspur	Hertfordshire	2018	Good* (2023)
6. Walker	Enfield	2019	Good** (2023)
7. The Wroxham	Hertfordshire	2019	Good* (2024)
8. Woodside	Hertfordshire	2020	Good (2019)
9. Crabtree Infants	Hertfordshire	2021	Outstanding (2024)
10. Crabtree Junior	Hertfordshire	2021	Outstanding (2023)
11. Peartree	Hertfordshire	2022	Good (2016)
12. Martins Wood	Hertfordshire	2022	Inadequate (2021)
13. Watchlytes	Hertfordshire	2022	Inadequate (2021)
14. Round Diamond	Hertfordshire	2023	Outstanding (2017)
15. Windhill21	Hertfordshire	2024	Outstanding (2018)
16. Richard Whittington	Hertfordshire	2024	Good (2019)

\*denotes number of Outstanding features. *Schools inspected since joining Ivy.*

# JOB DESCRIPTION

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## Overall purpose of the post:

As a consequence of our rapid growth, Ivy Learning Trust is looking to appoint an IT Service Manager to the Central Team. This is a crucial role within our multi-academy trust, responsible for supporting the Head of IT with all aspects of the IT infrastructure.

With a focus on planning, day to day IT support and ensuring reliable and secure IT systems, the ideal candidate will possess a deep understanding of IT infrastructure and network security. They will also demonstrate exceptional leadership and management skills, effectively guiding a team of IT professionals.

## Main duties and responsibilities:

- Deputising for the HoIT and ensuring that in their absence set tasks are carried out.
- To have ownership of the IT helpdesk, ensuring that tickets are dealt with in accordance with the agreed procedures and timeframes.
- To incorporate feedback from the HoIT and the schools on the IT support provision.
- To oversee asset management, ensuring all statutory obligations are in place and keeping records for all owned devices, software and operating systems.
- To support all schools within the Trust with day to day support.

## Leadership

- To support the IT team with day to day queries, tasks and issues. Being the first point of contact.
- Working with the HoIT to deliver training and helping identify where further training is needed.
- To coach the IT team on best practices.
- To share expertise and knowledge with the wider team, suggesting and implementing changes to improve efficiency.

# JOB DESCRIPTION

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- To plan the IT team's schedules to ensure all schools receive their allocated visit.
- To plan proactive tasks and ensure they are carried out as directed by the HoIT.

## **Liaising with suppliers and contractors:**

- Requesting quotations and raising purchase orders on behalf of the HoIT.
- Overseeing all external contact regarding support for issues, warranties and project work.

## **Project work:**

- Supporting the HoIT with preparing for any upcoming IT projects and or leading such works when needed.
- Supporting the HoIT by contributing expertise to all projects.

## **Security compliance and disaster recovery:**

- To ensure systems are checked and tested weekly, supporting the IT team with resolving any issues or vulnerabilities.
- To ensure servers are secure and patched at all times, and that antivirus software is deployed and monitored.
- Regularly testing the filtering and firewall to ensure, as risks adapt, that the Trust remains secure.
- To ensure all accounts are secure and set up with the correct permissions and that AD, Google, O365 and other platforms reflect current pupils and staff.
- To ensure the 3:2:1 backup process is followed and tested at all times.
- Ensuring that the security entry system is maintained, that staff and visitors have relevant access and that ID badges are issued.

# JOB DESCRIPTION

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## Server and workstation maintenance:

- To support with ensuring servers are built to best practice as set out in the DfE “Meeting Digital Standards”, Cyber Essentials and advice from the NCSC.
- To support with the management of all physical servers, virtual servers and other devices.
- To support with building workstation images.

## Onboarding new staff:

- To lead on the onboarding of new staff within the IT team.
- To oversee that all new staff to the Trust are introduced to our systems to allow them to use them effectively.
- To stay up to date with current IT standards by proactively attending training.

## All staff will:

- Promote equality of opportunity.
- Follow safeguarding guidelines and child protection policy / procedures.
- Keep their own performance under review, contributing to monitoring, evaluation and review and participate in performance management / appraisal.
- Promote positive attitudes and behaviour.
- Be committed to achieving the Trust values.
- Promote the Trust in the community.
- Work in partnership with all colleagues including the Trust Board / LGBs.
- Follow the Code of Conduct for Employees at all times.
- Have regard for and act in accordance with Health and Safety policy / practice.
- Celebrate success of pupils and staff.

# JOB DESCRIPTION

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All schools and services in the Trust are committed to safeguarding and promoting the welfare of children and young people. Therefore, all workers and employees within the Trust are expected to share this commitment. The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's policies and to their personal responsibilities under the provision of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

The job description should not be viewed as a comprehensive description of the post and is not a contract of employment, nor any part of it. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

## **Employees will be expected:**

- to comply with any reasonable request from those in a position of responsibility to undertake work of a similar level that is not specified in this job description.
- to work with and alongside other staff to ensure that the Trust provides the best possible outcomes for all children.
- to provide emergency back-up cover in the event of staff absence.

## **Notes**

This job description has been prepared only for the purpose of school organisation and may change either as a contract changes or as the organisation of Ivy is changed.

The postholder may be required to work in any of the offices / schools / nurseries within Ivy, as directed by the CEO.



# PERSON SPECIFICATION

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Criteria	Requirements	Essential / Desirable
<b>Qualifications</b>	Comptia a+ or equivalent in IT	E
<b>Knowledge and understanding</b>	Maintaining and supporting physical and virtual servers. AD, Group policy etc	E
	Maintaining and supporting Windows 10 & 11, iOS, Mac OS, android and Chrome OS	E
	To have an understanding of network equipment and how to troubleshoot day to day issues	E
	Google Workspace - creating users, shared drives, classes and calendars	E
	Office 365 admin, intune etc	D
	Setting up and maintaining WiFi systems	D
	Setting up and maintaining MDM solutions	D
	Net2 Door access control	E
	Papercut MF	E
<b>Experience</b>	Previous IT experience of 1 year or more in an educational or similar setting.	E
	Previous staff management experience	E

Criteria	Requirements	Essential / Desirable
<b>Skills and attributes</b>	Ability to communicate effectively, both verbally and in writing	D
	Ability to cope with and adapt to change and remain calm in stressful situations	E
	To hold a driving licence and have daily use of a car	E
	To be willing to drive to all schools within the Trust.	E



# DETAILS AND TIMELINE

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**Contract Type:**  
Permanent, Full-Time

**Salary:**  
£50,000 per year

**Reporting to:**  
Head of IT

**Closing Date:**  
14 March 2025



Ivy Learning Trust is committed to safeguarding the wellbeing of our pupils and young people. All successful candidates will be subject to an enhanced DBS and online social media check. Employment at Ivy Learning Trust is also subject to:

- Satisfactory references
- Barred list check (regulated activity roles)
- Section 128 check (for applicable roles)

- Overseas criminal records check (where required)
- Identity check
- Right to work in the UK
- Evidence of qualifications applicable to the role
- Confirmation of registration with registered body where applicable

For more information about this role, contact Darren Tant on 020 3972 4600 / [darren@ivylearningtrust.org](mailto:darren@ivylearningtrust.org).