



Job Application Pack

ICT Support Officer

APT & C Scale 5/6 - £20,661 to £24,964

Full Time (37 hours per week), Permanent

Closing Date: 9am on Monday 17th April 2017



Letter from the Head of School

Welcome.

Thank you for expressing an interest in a vacancy here. On behalf of the whole Toot Hill School Community, I extend you a very warm welcome.

I am really proud to be the Head of a vibrant school where students work positively with their teachers and take advantage of the numerous opportunities to develop their talents and aspirations.

Central to our vision, are exciting, engaging and inspiring lessons. The staff at Toot Hill work very hard to ensure all students enjoy their learning experiences and secure high levels of progress. It is our core belief that every student has the innate ability to succeed. The outcomes for the school in recent years have been really strong.

Our investment in staff is outstanding. Whatever the post, there is a clear professional development route map and we actively encourage leadership and risk taking at all levels.

As an Outstanding School, we are not complacent. We know that Toot Hill School can be even better, with a National and International reputation. Over the next few years we will continue to transform the school so that it becomes an even better place to shape young lives.

I look forward to welcoming you into our school community.

Sandy Paley
Head of School



Letter from the CEO

Dear Candidate,

I am delighted to be able to introduce you to Toot Hill School and the tremendous opportunities this school offers the young people of Bingham.

Toot Hill School is the founder member of the Torch Academy Gateway Trust. As an outstanding school (Ofsted 2012) we aim to set the standard of all schools within our trust.

We aim to be a 'great' school with recognition both nationally and internationally for the standard of education that we secure.

Critical to this, is the appointment of dynamic and innovative staff who can bring energy and initiative to the work of the school.

This is a tremendous opportunity to make a difference to the lives of young people, and will suit an ambitious professional looking to make their mark.

Thank you for showing an interest in working at Toot Hill School, and we look forward to receiving your application.

John Tomasevic

CEO of the Torch Academy Gateway Trust



Application Details

Thank you for your interest in the ICT Support Officer vacancy at Toot Hill School. Further details of this post, the school and the Trust are included in this pack and details of how to apply can be found below.

How to Apply

Should you wish to apply for the post, please complete an online application form, including a covering letter addressed to Mrs. Paley, which clearly demonstrates your suitability for this role.

The online application form for this role is located on the current vacancies page of the school website www.toothillschool.co.uk. Wherever possible, please provide email addresses for your referees.

Closing Date

Please ensure your application arrives by 9 a.m. on the closing date of Monday 17 April 2017.

Interview:

Interviews dates for this role are yet to be confirmed. If you have not heard from us within 2 weeks of the closing date, please assume that unfortunately, on this occasion, your application has not been successful.

Safeguarding

Toot Hill School is committed to safeguarding and promoting the welfare of children and young people and we expect all staff and volunteers to share this commitment.



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Job Description

Provide first line support to all stakeholders of the assigned school via Phone, email and in person. This will include general fault resolution of all IT equipment within the school, seeking guidance from the Infrastructure Officers when required and acting on requests from the Infrastructure Officers and IT Director.

Provide support for software within the school, maintaining the schools IT Asset register and ensuring secure disposal of assets when required.

Specific Responsibilities

1. Provide an excellent level of support to all stakeholders of the school across multiple areas including, Windows, Office365, iOS
2. Ensure availability of end user IT equipment such as Printers, Projectors, TVs, Computers, Tablets, etc.
3. Provide support to the staff and students for the use of the software and hardware available in school
4. Provide support of audio visual resources as required
5. Install and maintain hardware and software as directed
6. Maintenance of the School XIBO digital signage
7. Monitor students activities in the classroom, blocking inappropriate contents and removing un-authorized software
8. Maintain a stock of consumables and spare equipment
9. Provide feedback to Infrastructure Officers (IO) when faults occur and provide hands on support at the direction of the IO's
10. Carry out any such duties as may be reasonably requested



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Person Specification

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE A*-C (or equivalent) in English and Maths. 	<ul style="list-style-type: none"> • Qualification or Certification in a Computer subject (MCP, MTA, CCNA, Network+, etc)
Experience	<ul style="list-style-type: none"> • Experience of working in an ICT Support role 	<ul style="list-style-type: none"> • Experience of working in an educational setting
Skills and Knowledge	<ul style="list-style-type: none"> • In depth knowledge of Windows Client and Server technologies • Specific knowledge for Active Directory, DNS, DHCP, Group Policy • Experience of managing multiple technologies at once • Ability to seek out problems and correct prior to the problem becoming known to the end user • Friendly and outgoing personality, as a large part of the role will be helping stakeholders • Experience of managing iOS Devices 	<ul style="list-style-type: none"> • In depth knowledge of LAN technologies such as Routing, Multicast and VLANs • SIMS.net experience • MSSQL server experience
Personal Qualities	<ul style="list-style-type: none"> • Ability to work effectively as a member of a disparate team • Able to train and guide stakeholders through technical issues in person, on the phone and via email • Excellent communication skills – written and verbal • Approachable • Ability to establish good working relationships with teaching staff and pupils. • Reliable • Good organisational skills • Able to use own initiative • A commitment to safeguarding and promoting the welfare of young people 	



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Overview of the Trust

The Torch Academy Gateway Trust is a dynamic and growing Multi Academy Trust based in the East Midlands. Our Trust Group is committed to providing high quality education to all our students, regardless of their backgrounds. Our track record demonstrates our ability to deliver our core goal: achievement for every child. Our portfolio of schools covers both secondary and primary phases, working in a range of contexts.

Our values are central to the positive ethos that we develop throughout our group of schools. This approach is focused on securing success for all our learners and providing them with the very best life opportunities.

We believe nothing is more important than making a difference to children.

Overview of the School

Ethos

Toot Hill School has a very clear and distinctive ethos. We believe that through continually reviewing and reflecting upon every aspect of our work we provide students with the very best educational opportunities.

We encourage staff to be creative, independent and ambitious. We expect them to challenge and inspire our students, providing them with the motivation and support necessary to achieve their full potential.

We value commitment, independence and courtesy from all our students. We demand the very highest standards from our pupils and in return we value and respect their ideas and opinions. Through our Student Ambassadors and the Student Voice Committee, pupils at Toot Hill School have an active and important role in developing and improving their school.

To Summarise

- We have high expectations of students and staff;
- We believe every student can succeed;
- We ensure barriers to learning are challenged and overcome;
- We expect teaching to be well planned, varied and stimulating;
- We expect learning to be active, focused, social and engaging; and
- We insist on high standards of behaviour at all times.



Achievement

At Toot Hill School we believe that examination success allows our students to make the very most of their lives and student achievement is at the very heart of everything we do.

We have developed a curriculum designed to challenge and engage students, offering them the very best preparation for examination success and the skills and confidence required to make full use of those qualifications.

Exciting, engaging and inspiring lessons lie at the centre of our curriculum and as a school we constantly strive to provide your child with the very best educational experiences.

Should a student require additional support Toot Hill provides a range of support services that will ensure every student's success, whatever their individual educational needs.

Examination results provide a good indication of how well a school is serving its students. In the last three years, our GCSE outcomes of 5+ (A*-C) including English and Mathematics have placed us as one of the top performing schools both locally and nationally.

At Key Stage 5, Toot Hill College has an excellent track record with over 100% of students achieving A* to E. Students regularly secure places at Oxford, Cambridge, Russell Group Universities, Higher Education colleges and employment.

Pastoral

At Toot Hill we pride ourselves on the quality of care, guidance and support given to individual pupils. At the core of this provision is a year system led by a Head of Year and supported by the Achievement Co-ordinator, Tutors, Student Welfare and Learning Support teams.

This system provides students with the care they need whilst allowing them to nurture friendships and develop a strong sense of community.

Tutors play an active role in ensuring that students are happy, well supported and fully engaged in school life and serve as the first point of contact between school and home. There are regular updates of pupils' progress through termly reports, online data, twice yearly parent consultation days and a Parents' Evening.

Students progress through Toot Hill School their attainment and well-being is closely monitored, ensuring that they are recognised and rewarded when they succeed but also supported when things are more challenging.

Toot Hill is a very caring community and the health, happiness and well-being of students underpins our overall ethos and philosophy.



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Curriculum

Our curriculum follows National Curriculum guidelines and aims to provide a broad and balanced learning experience for all.

At Key Stage 3 our two-year programme covers all the National Curriculum subjects. Students are taught in ability groups in the majority of subjects.

During our three year Key Stage 4 programme all students study the English Baccalaureate core subjects of English, Mathematics, Science, a Modern Foreign language and a humanities subject such as Geography or History.

A wide range of option subjects including visual and performing arts, technology, sports and computing courses supplement the core curriculum. We expect all our students to achieve at least 8 passes at grades A*-C including the English Baccalaureate subjects.

Toot Hill College offers a range of pathways for students to continue learning with us during Key Stage 5 (16 - 18 years). We pride ourselves on our A Level provision and promote the highest aspirations for all our students.

Extra-Curricular

Extra-curricular opportunities are an essential part of providing a balanced and exciting range of experiences in school. At Toot Hill the after-school 'Extra' programme provides students with an impressive range of courses and sessions most nights of the week.

Opportunities include Ancient History, Science, Mathematics, Latin, Cooking, Critical Thinking and a comprehensive range of sporting activities including football, hockey, netball, rugby, cross country, tennis and athletics are also available. Toot Hill students regularly compete at county level and our sports teams have a strong tradition of success.

Students' extra-curricular achievements are recorded and celebrated through our Torches award scheme. This programme allows students to build up a portfolio of their achievements throughout their time at Toot Hill School; essential for successful applications to university, college or work.

Music is very much at the heart of Toot Hill School and we encourage students to take up or continue playing a musical instrument. There are regular concerts and workshops where students can demonstrate and develop their performance skills.

The Performing Arts also take a leading role in school life with regular Drama productions allowing all students to fully explore their creativity. In 2014 our students performed West Side Story to a packed audience at the Newark Palace Theatre. This year we are performing Little Shop of Horrors in February.

In addition there are regular opportunities to travel including a Year 8 residential and international educational visits. In recent years Toot Hill students have travelled to France, Germany and Africa.



Student Voice

Student voice is active within the school with each year group choosing student representatives that meet through year councils and the college running a student's union format.

There are additional opportunities for students to be leaders through the Ambassador and Diplomat Program and all subjects have student representatives.

Students are involved in all aspects of school life and contribute to the interview process for new staff and assist at school open evenings. They have also delivered feedback to staff on aspects of teaching and learning, such as marking.

A new structure is being introduced next year with the college student's union and committee format being adopted across the school to ensure greater participation and encourage student responsibility and independence.

Safeguarding and Child Protection

The Trust and all its schools are committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. All new staff within the Trust will be subject to an enhanced DBS check.

Each school in the Trust has a designated senior member of the leadership team who is responsible for referring and monitoring any suspected case of abuse. All members of staff will receive training in line with our child protection policy.