



## **Trust IT Technician Apprentice**

**Closing Date: Monday 4<sup>th</sup> July 2022, 9am**

### **Recruitment Information Pack**

Coast & Vale Learning Trust

Fieldstead Crescent, Scarborough, YO12 6TH

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## Our schools

### Newby and Scalby Primary School

We are one of the schools of choice in our community and we are within commutable distance of Whitby, Teeside, York and surrounding areas. Ofsted in 2018 judged us to be 'good' in all areas and as a school we are very much outward facing both in terms of teaching and learning and in constantly thinking about how we can improve.



Since our "good" Ofsted, we continue to build on our successes and we are a family and a team, where everyone is given the challenge and support to be the best they can possible be in a safe, welcoming and positive environment. Children and staff will work and play together developing skills so that we all become ambitious and reflective lifelong learners as well as being respectful and respected members of the community.

**To learn more about us please visit us at:**

[Newby and Scalby Primary School - Home \(coastandvale.academy\)](http://coastandvale.academy)

### Friarage Primary School

We are proud to serve the communities around the Castle Ward area of Scarborough as 'Together we can' make a real difference to the life chances of children and young people in Scarborough.



Children and staff will work and play together developing skills so that we all become ambitious and reflective lifelong learners as well as being respectful and respected members of the community.

We are committed to Restorative Practice Principles to nurture respect for all in our school community.

**To learn more about us please visit us at:** [Friarage Community Primary School - Home \(coastandvale.academy\)](http://coastandvale.academy)

### Scalby School

Scalby School is a successful and popular 11-16 community school and in recent years we have become the school of choice in our local community. We were judged 'good' by Ofsted in 2019 and in 2019 we celebrated sustained results. Our provisional P8 score has placed us in the top 20% of schools nationally. We are proud of our broad and balanced GCSE based curriculum.



**To learn more about us please visit us at:** [Scalby School - Home \(coastandvale.academy\)](http://coastandvale.academy)

## Lady Lumley's School

Lady Lumley's School (11-18) in Pickering is on a transformational journey. We are a school that is popular with parents and is easily accessible across North Yorkshire, East Riding and Wolds and Vale. The communities we serve around the Pickering, Ryedale and wider Coastal area deserve and need our school to play a leading role in terms of teaching, learning, progress and outcomes.



In April 2020 we welcomed our new Headteacher Clair Foden who joined us at the same time we joined our Trust - Coast and Vale Learning Trust. Lady Lumley's is on an ambitious journey of school improvement.

To learn more about us please visit us at [Lady Lumley's School - Home \(coastandvale.academy\)](http://coastandvale.academy)

## Scarborough University Technical College

Scarborough UTC is a growing University Technical College (year 9 to year 13) based in a new building, with fantastic technical facilities in the centre of Scarborough. As a University Technical College, we offer a high quality academic and technical education for our students through the specialisms of engineering, health and cyber security. Our unique approach provides students with an excellent range of opportunities including Combined Cadet Force (CCF Navy), strong links to our industrial partners, project-based learning and our flagship Career Development Programme for our Sixth Form students.



Our work with employers and universities ensure we are able to deliver an innovative blend of technical, practical and academic learning which ensures our students make good progress and go on to outstanding destinations.

Our staff are our greatest resource and we have invested in both our teaching and support staff teams which has ensured that educational standards have improved significantly. We have built a staff team of key support and teaching practitioners who are proud to work at our University Technical College.

To learn more about us please visit us at: <https://www.scarboroughutc.co.uk>

## **Application Process**

The closing date for all applications is **Monday 4<sup>th</sup> July 2022, 9am**

Interviews will be held as soon as possible after the closing date

Completed applications must be returned to Charlotte Thickett at [itint@coastandvale.academy](mailto:itint@coastandvale.academy)

**If you think you're the person for the job, please complete the enclosed application form and send to the email address above by the closing date.**

An email will be sent to shortlisted candidates with details of the interview process. If you have not heard from us within a week of the closing date please assume your application has been unsuccessful.

## **Queries**

Please contact Charlotte Thickett via email [itint@coastandvale.academy](mailto:itint@coastandvale.academy) or on **01723 362301**



## JOB DESCRIPTION

<b>POST:</b>	<b>IT Apprentice Technician</b>
<b>GRADE:</b>	Apprentice
<b>RESPONSIBLE TO:</b>	<b>IT Management</b>
<b>STAFF MANAGED:</b>	None
<b>JOB PURPOSE:</b>	<p>To develop the ability to contribute to the delivery of an effective ICT on-site support service throughout the Trust to respond to identified need, ensure continuity of service, and achieve planned reporting objectives and deadlines</p> <p>To learn both through experience during the apprenticeship and via the learning provision supplied.</p>
<b>JOB CONTEXT:</b>	<p>There will be a requirement to work on-site across the school (s) to solve problems to ensure the continuity of reliable ICT equipment and services. Due to nature of the job, the post holder may be required to lift ICT equipment and work in restricted work areas</p> <p>Enhanced DBS Clearance is required</p> <p>Ability to travel between sites to carry out the role is essential, and as such a driving license and access to a vehicle is required.</p> <p>Maintain professional relationships with all internal and external colleagues and stakeholders.</p> <p>Work with both site and Trust IT Services Teams to provide comprehensive IT provision.</p> <p>Work within the wider context of the Trust as required</p>
<b>ACCOUNTABILITIES / MAIN RESPONSIBILITIES</b>	
Operational Issues	<ul style="list-style-type: none"> <li>• Contribute to the effective performance and service provision of ICT services within the school to minimise disruption</li> <li>• Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements</li> <li>• Learn to diagnose and resolve IT, software, and hardware faults (including peripherals), and perform maintenance, repairs, and upgrades</li> <li>• Learn to implement routine manual and computerised systems, practices, and procedures to ensure that data and information is current, relevant, effectively, and securely collected and that reporting</li> </ul>

	<p>complies with planned outcomes and obligations, reporting any concerns as required</p> <ul style="list-style-type: none"> <li>• Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting and produce and upkeep technical documentation to the required standard</li> <li>• Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria</li> <li>• Learn to and develop skills through experience to support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security, and minimise disruption</li> <li>• To contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource</li> <li>• To maintain an awareness of ICT developments</li> <li>• Support teaching staff and pupils in technical aspects of ICT</li> <li>• Assist in the maintenance of the ICT network</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date documentation and change management records to the standard required by IT Management.</li> <li>• Communicate effectively with all staff, contractors and children, young people, families, and carers</li> <li>• Liaise with all areas of the school and outside organisations</li> <li>• Interact with children in ways that support the development of their ability to think and learn.</li> <li>• Communicate with staff and pupils as part of ICT technical support to solve issues and provide ICT related information and assistance</li> </ul>
Resource & Management	<ul style="list-style-type: none"> <li>• Assist with maintaining and documenting an inventory of software and hardware</li> <li>• Assist with ensuring that all software is up to date, installed to requirement, and upgrades are actioned as directed by management</li> <li>• Learn to and develop skills for installing, testing and maintenance of computer hardware and software, and monitoring the condition of IT assets</li> <li>• Stock keeping and asset management</li> </ul>
Safeguarding	<ul style="list-style-type: none"> <li>• To be committed to safeguarding and promote the welfare of children, young people, and adults, raising concerns as appropriate</li> <li>• Know about data protection issues in the context of the role</li> <li>• Maintain confidentiality as appropriate</li> </ul>

Systems and Information	<ul style="list-style-type: none"> <li>• Share information appropriately</li> <li>• Attend staff meetings and training days</li> <li>• Learn to set up accounts and user permissions</li> <li>• Keep up to date with ICT developments</li> </ul>
Data Protection	<ul style="list-style-type: none"> <li>• To comply with policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.</li> </ul>
Health and Safety	<p>Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.</p> <ul style="list-style-type: none"> <li>• To work with colleagues and others to maintain health, safety and welfare within the working environment.</li> </ul>
Equalities	<ul style="list-style-type: none"> <li>• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.</li> <li>• Within own area of responsibility work in accordance with the aims of the Equality Policy Statement</li> </ul>
Flexibility	<ul style="list-style-type: none"> <li>• The IT support department provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation, as required. All staff are required to comply with School Policies and Procedures.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Support the Trust IT Service in ensuring end user satisfaction and provide optimal level of customer service across the Trust</li> <li>• The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</li> <li>• The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture, and values.</li> </ul>
Date of Issue:	November 2021

## PERSON SPECIFICATION

### **JOB TITLE: Trust IT Technician Apprentice**

Essential upon appointment
Knowledge Good IT skills and some familiarity with Microsoft 365 and Google Workspace
Personal Skills <ul style="list-style-type: none"><li>• Willing to learn new skills in a high-paced environment</li><li>• A good understanding of technology</li><li>• Polite and conscientious</li><li>• Motivated to seek an understanding of what causes a problem and to identify a solution if there is one</li></ul>
Qualifications <ul style="list-style-type: none"><li>• GCSE grades A*-C / 9-4 in maths and English are required for this position.</li></ul>
Other Requirements <ul style="list-style-type: none"><li>• Enhanced DBS clearance</li><li>• To be committed to the school's policy and ethos.</li><li>• Ability to work outside of school hours</li><li>• Able to exercise discretion &amp; judgement</li><li>• Flexibility</li><li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</li></ul>

NB – Assessment criteria for recruitment will be notified separately.

Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process