



## Recruitment Pack

# Administrative Assistant (IT Services)

## Immediate Start

‘We have a culture rooted in high expectations for all, which cultivates a love of learning and ambition, together with a strong sense of belonging.’

Headteacher: Zehra Jaffer | Stoke Newington School & Sixth Form, Clissold Road, N16 9EX  
T: 020 7241 9600 | E: [admin@sns.hackney.sch.uk](mailto:admin@sns.hackney.sch.uk) | [www.stokenewingtonschool.co.uk](http://www.stokenewingtonschool.co.uk)



Artsmark  
Platinum Award  
Awarded by Arts  
Council England





## Contents

---

**Headteacher's letter**

**Staff Benefits**

**Job advertisement**

**Job description**



Dear Applicant,

Thank you for your interest in the post for **Administrative Assistant (IT Services)**. This is an exciting time to be working with us as we move forward to enhance our offer, so we achieve outstanding academic outcomes and close the gaps in student achievement.

We are an oversubscribed school with a diverse and enthusiastic student intake reflecting our local vibrant community. Our recent Ofsted inspection (July 2022) recognised us as a “Good” school with many strengths. Our students are “proud of the diverse nature and inclusive ethos of their school. Enthusiastic and committed teachers make lessons interesting for pupils,” and “teachers have strong subject knowledge and are passionate about their subjects.”

The successful candidate will:

- care deeply and have high ambitions for every one of our students.
- be flexible and adaptable.
- Have experience of working with young people in a school or other setting
- Be organised, efficient and competent with Microsoft Office packages and quick to learn new software (e.g., Class Charts)

We are committed to our pledge of being an anti-racist school and strive to have a workforce reflective of our school body. Applicants from Black and Global Majority backgrounds are strongly recommended to apply.

Best wishes,

Zehra Jaffer  
Headteacher



## **Staff Benefits**

We understand teaching and working in schools can be hugely rewarding but can also be demanding. Our staff are totally committed to the young people, colleagues, and families in our community. We seek for all our staff to have a healthy work-life balance. Our staff benefits are one way we show our appreciation to our staff.

### **Development & Training**

Quality continuing professional development is essential to ensure everyone maintains and enhances the knowledge and skills necessary for a positive learning environment. As practitioners, we seek to be well-informed about recent evidence-based research. At SNS, we allocate time to implement strategies so teaching practice maximise the learning in the classroom. The SNS Teaching and Learning Hub is the teacher training, professional development, and quality assurance element of our school. The Hub, led by the Assistant Headteacher leading on Teaching and Learning together with the Lead Practitioner and Early Careers teacher Mentor, provide support and expertise to staff and departments across the school.

### **Flexible and Family Friendly**

We know it can be challenging finding the right work-life balance. We want the absolute best people to work in our school, and so we want to support flexible working. We can consider flexible and family friendly working opportunities to include part-time, term-time working and job-sharing arrangements. The number of part-time staff is above average for similar schools, and we always try to accommodate if the timetable and resources permit.

It is important that staff who are parents, do not miss important milestone events, such as your child's first day at school or graduation. Where we can, we will support these important moments.

As part of our admission policy, staff members with children who wish to attend SNS are given a priority school allocation.

### **Pensions**

Pensions are an important part of our life planning. We understand that and we want to make it as easy as possible for you to access the right pension scheme for you. When you join SNS, you are eligible to join the relevant pension scheme.

### **Health and Wellbeing**

Balancing everyday life with the requirements for work and home can create pressures for all of us. Work is a large part of people's lives. Each member of the teaching staff is equipped with a laptop. However, it is vital to ensure that there is a productive, healthy environment that is conducive to a healthy lifestyle. We actively encourage emails to only be sent during 7am and 6pm of a school day, and not during the weekend. The school will operate a texting service to alert staff should there be a need in an emergency.

A subsidized lunch from our school canteen helps our staff through the day. The culinary offer is wide and highly popular with staff and students alike.

Optical expenses – we offer free eye tests for staff who use display screen equipment.



All employees are part of the Employee Assistance Programme. The Employee Assistance Programme is a 24/7 confidential service giving employees access to a range of support from lawyers, health, and wellbeing professional, financial and debt specialists, and counsellors. This free service can be used to support you with any personal or work-related issues that may be affecting your wellbeing.

### **Getting to work**

By public transport:

Season ticket travel loans are available so staff members can take advantage of discounted annual fares for travelling to work by public transport.

By car:

We have on-site parking. Applications will be considered on an individual basis.

Cycle Scheme:

We encourage all staff to walk or cycle to work if possible. The school's Cycle Scheme provides staff members with the opportunity to purchase a bike of their choice, tax free. Spread across monthly payments deducted from your salary.

### **Discounts**

Staff are offered a Vectis card, this is a discount card offering savings across retail shops, tourist attractions and holidays. Clissold Leisure Centre, immediately opposite our school, offers a 10% discount on their membership scheme.

### **SNS Staff Association**

A strong sense of belonging is essential for us to thrive in the workplace. Our staff association holds events for staff, and their families, from weekly football, half-termly socials and Family Fireworks evening. In addition, such events as the Community Evening and our annual school performance are open to all staff and their families.



## Administrative Assistant (IT Services)

Required for Immediate Start

**Scale 3 £26,193 - £26,625 pending updated PayScale's**

**Monday to Friday, 8:00am – 4:00pm, Full Time**

### The school

This is an exciting opportunity to contribute to a successful and popular 11-19 inner-city comprehensive school. The school is proud of all its subjects and is especially committed to creative teaching and learning. We aim for every colleague to have excellent professional development which leads to every student having an outstanding education. Stoke Newington School is actively committed to being anti-racist, and inclusive, by striving hard to challenge through our curriculum. We seek to inculcate and strengthen the knowledge, confidence, and skills for all in our community to challenge racism.

### The Post

The Administrative Assistant (IT Services) has the responsibility for effectively dealing with the day-to-day administrative tasks to support the IT Service Team. This will develop to include supporting operational issues and providing general support to the users of the IT systems and administrative processes.

If you are interested in joining our team, please apply via [the TES website](#). Alternatively, you can download an application pack from our website [the School's website](#). Please name your application file with your full name and the role you are applying for and submit via [Recruitment@sns.hackney.sch.uk](mailto:Recruitment@sns.hackney.sch.uk)

Closing date will be **midday Friday 24<sup>th</sup> November 2023**.

Interviews to take place shortly after.

We are an equal opportunities employer committed to ensuring diversity in our workforce.

***As employers we are committed to safeguarding and promoting the welfare of children. A DBS (Disclosure & Barring Service) (Disclosure & Barring Service) clearance is a statutory requirement for all positions.***

***We are an equal opportunities employer committed to ensuring diversity in our workforce.***



## Job Description

**Title of the Post:** IT Administrative Assistant

**Allowance:** Scale 3 £26,193 - £26,625 *pending Local Authority Pay Increase*

### Function of the Post:

The Administrative Assistant (IT Services) has the responsibility for effectively dealing with the day-to-day administrative tasks to support the IT Service Team. This will develop to include supporting operational issues and providing general support to the users of the IT systems and administrative processes.

To provide professional, productive, and responsive administrative support within the school.  
To ensure all work is carried out correctly and efficiently to a high standard.  
To undertake additional duties as may be appropriate to achieve the objective of the post as directed and deemed necessary by the Line Manager.

The post holder will be a proactive self-starter, able to work efficiently, build strong relationships, work well both independently and with others, solving problems, providing information and workable solutions to issues as required. The ability to prioritise tasks effectively and communicate clearly is essential.

### Main Tasks and Responsibilities:

- Promptly handle assigned issues and tasks through internal systems.
- Provide administrative support and excellent record keeping, including keeping ICT hardware/software inventory up to date, ensuring team availability for handling resource bookings, schedule tasks and jobs, manage the teams calendars and development & maintenance of relevant ICT documentation and records.
- Screen, prioritise and deal appropriately with phone calls, post, queries, invitations, and emails, including drafting of responses.
- Prepare correspondence and reports, including proof-reading, editing, formatting, and analysing information and statistical data. Take notes and prepare agendas and minutes.
- Work with other members of the school's administrative team, which includes other assistants and administration staff, to ensure that all aspects of IT Services are working smoothly and provide back-up support during periods of leave or heavy workload.
- Ensuring all ICT and Data Protection security procedures are complied with.
- Management of IT and reprographics office supplies (including stock levels, purchasing, co-ordinating repairs and sourcing and maintaining good relationships with suppliers).
- Model excellent customer service and teamwork practices at all times.
- Carry out ad-hoc, daily and weekly tasks as assigned by the Network and IT Manager or the Deputy Network Manager in support of departmental operations and objectives.
- Act as an IT service desk officer, providing support and first line response to general IT enquiries from users by monitoring and managing inbound work through the service desk, assigning jobs to appropriate members of the team under the guidance of the Network Manager or their delegate.
- Effectively escalating ICT related issues to the technical team when providing first line support to users at post.
- Assist the technical team in undertaking regular preventive ICT maintenance to official equipment.



- Assist the technical team in undertaking regular and ad hoc approved upgrades to the system.
- Develop skills to undertake effective fault management.
- Assist the technical team in reviewing, procuring, and installing approved hardware.
- Manage the day-to-day booking and deployment of portable equipment support (e.g., PDAs, Tablets, Laptops, Mobile phones).
- Assist the technical team with moving existing hardware and reinstating it at different locations.
- Support the management of all software licences in compliance with legal and commercial requirements through record keeping, and administrative practice.
- Support the co-ordination of day to day and project-based work with members of the team, contractors, and other staff.
- Proactive dissemination of relevant ICT related information to users.
- Develop good understanding or be in a position to advise on the best use of ICT to users.
- Regularly test equipment to see if it is in good working order.

#### **General Requirements:**

- The post holder must at all times carry out his/her responsibilities with due regard to Hackney Education's policy, organisation and arrangements for Health and Safety at Work.
- It is your responsibility to carry out your duties in line with Hackney Education's policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
- You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

#### **Equal Opportunities**

- Understanding of the different social backgrounds of students.
- Understanding of the needs of different students, and the appropriate policies and strategies to support them.
- Understanding of the needs of bilingual students.
- Commitment to equal opportunities across all groups of staff





	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"><li>• NVQ level 3 in Administration or equivalent qualification in related area or equivalent experience.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of providing direct customer care using a variety of methods, this must include communication of information.</li><li>• Experience of using email/internet</li><li>• Experience of clerical work in a similar environment</li><li>• Experience with IT systems and accurate entry of data.</li></ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Working knowledge of IT packages, including Microsoft Word, Excel, and desktop publishing software.</li><li>• Commitment to the school's ethos, aims and its whole community.</li><li>• Warm and welcoming whilst always completely professional</li></ul>	<ul style="list-style-type: none"><li>• Experience with Adobe Creative Cloud Premium and Photoshop.</li><li>• Robust, resilient, and positive!</li><li>• Sense of humour</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Good communication, including written English and organisational skills.</li><li>• Have good interpersonal skills and be able to communicate effectively verbally and in writing.</li><li>• Ability to work as an effective team member.</li><li>• Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.</li><li>• Ability to convey information clearly and accurately.</li><li>• Ability to maintain accurate records and filing systems.</li><li>• Ability to work in an organised and methodical manner.</li><li>• Ability to develop good relationships with staff, pupils, and the wider school community.</li><li>• Fast and accurate keyboard skills.</li><li>• Effective in the face of difficult situations and pressure.</li><li>• Ability to handle people at a variety of levels with politeness, sensitivity, tact, and the need to respect confidentiality.</li></ul>	