

# Haggerston School

## Information Pack ICT Network Administrator



Aspiration | Creativity | Character

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Dear Candidate,

Thank you for expressing an interest in working at Haggerston School. We are a successful inner-city community school, with a very diverse student population. You would be joining us at an exciting stage of our development from a Good to an outstanding school. Our aspiration is to become one of the best schools in the country and you could play a key role in realising that vision and ambition.

We are looking for someone who has drive and energy, optimism and belief in themselves and others. Someone who believes that all children and young people can achieve excellence, given the right educational support and crucially, the highest standards of teaching. You will also bring resilience, determination and a motivation to transform the opportunities of young people in all parts of the community we serve.

Haggerston is a great place to work. There is a warm and supportive culture and staff feel valued because the school invests in their professional development and wellbeing. We focus on developing simple, sustainable systems which staff can execute well and consistently because we feel this is the key to long-term school improvement. We want our staff to be positive and energetic, with a real investment in the school so we believe in fostering a culture of healthy work-life balance and strong professional relationships. You would also be working in a Grade II listed building, designed by Erno Goldfinger, in a vibrant part of London.

If you are interested in finding out more about the opportunity to work at Haggerston School, please visit our website. To apply you will need to complete the application form which can be found at: <https://haggerston.hackney.sch.uk/our-school/recruitment/> by 1:00pm on **Friday 2<sup>nd</sup> October 2020**. Alternatively, you can also request and submit your application by email at: [recruitment@haggerston.hackney.sch.uk](mailto:recruitment@haggerston.hackney.sch.uk). If you would like any further information or wish to discuss this role, please contact the HR Department on **020 7749 4579** or [recruitment@haggerston.hackney.sch.uk](mailto:recruitment@haggerston.hackney.sch.uk).

I look forward to receiving your application.



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ciara Emmerson', written over a light-colored rectangular background.

Ciara Emmerson – Headteacher

# THE HAGGERSTON WAY - OUR MISSION

## **Aspiration**

We strive to be the best versions of ourselves. We work hard every day to master the knowledge and skills we need to lead successful, fulfilled lives.

## **Creativity**

We create beautiful work to inspire others. We are independent-minded, creative thinkers and problem-solvers.

## **Character**

We are articulate, confident and determined individuals. We work to build the qualities of Resilience, Ambition, Curiosity and Community Spirit.





# STAFF REWARDS AND BENEFITS

## Incentives:

- Generous **annual leave allowance** for support staff
- **Cycle Scheme**
- **Tech Scheme**
- **Pension Scheme** - Auto-Enrolment into the Local Government & Teachers' Pension Schemes
- **Season Ticket Loan scheme** (to support with travel expenses)

## Professional Development:

- **Performance Appraisal** process enables tailored, personalised professional development
- Access to high quality in-house and external **professional training, including NPQML/SL & NPQH**
- **Annual programme of Leadership development opportunities**, including Leadership lectures and coaching
- Support to complete further academic study and professional qualifications
- Two INSET days per year devoted to **curriculum planning time** in faculties

## Lifestyle & Wellbeing:

- **Health and Wellbeing weeks** - three meeting-free weeks over the course of the year, which include wellbeing events for staff such as yoga, massages and mindfulness classes
- **Healthy Eating Options** - subsidised meals available from the canteen and a designated staff coffee shop selling healthy sandwiches, hot and cold drinks, cakes and pastries
- **Parking** - Onsite car parking facilities and bike sheds
- **Staff counselling service** - Aspace provide a professional service free of charge to staff
- **Occupational Health Service** - Medigold Health provide free health advice and support to staff
- **Access to school 3G pitch** - Staff football after school on Fridays
- **CSSC Sports and Leisure (Civil Service Sports Council)** - Staff are eligible to join for £4.25 per month and gain access to Free Entry to English Heritage sites for the member and family, half price cinema tickets, 2 for 1 Tastecard for use in a range of restaurants, 50% off theme park entry

# EQUALITY & DIVERSITY - ACTIVELY BUILDING OPPORTUNITIES FOR ALL

Haggerston is a diverse school community; a strength we celebrate and promote. We are committed to equality of opportunity for all members of the School Community and recognise our duty under the law to oppose all forms of discrimination, including on the basis of disability, gender, pregnancy and maternity, religion or belief, sexual orientation and marital or civil partnership status. We oppose all bullying and unlawful discrimination on the basis that a person has a special educational need or learning difficulty, or because English is an additional language. These beliefs are fundamental to how we think and operate as a school, our commitment to principled leadership, and to the values we teach our students.

We ensure that all policies and practices comply with the public sector equality duty set out in section 149 of the Equality Act 2010. However, we want to go further than meeting our statutory duty. In recognition of the lack of diversity in leadership across the education sector and beyond, we seek to provide opportunities for career development for all staff, including those who are often under-represented, such as women, black and ethnic minority leaders. There are some practical steps we can take to support this, such as welcoming applications from staff proposing job shares, looking favourably upon flexible working and part time requests and providing a range of leadership opportunities within school, such as leadership lectures (including from successful female, black and ethnic minority leaders). We are conscious in our recruitment process to mitigate against unconscious bias and seek, wherever possible to have diverse recruitment panels.

## SAFEGUARDING

Haggerston School is committed to Safeguarding Children; we have no higher duty than to ensure student safety and wellbeing, educating students so that they can lead successful fulfilling lives. It is a responsibility shared by all staff, governors and those who visit our school.

We also work with parents, carers, local and national agencies to address concerns and keep children safe from harm and exploitation.

In executing these duties, we undertake to:

- Train all staff (including temporary staff) to develop their understanding of how to recognise the signs and indicators of abuse, to know how to respond to a child who discloses abuse and recognise signs of vulnerability to radicalisation or extremism
- Support staff who have dealt with issues around abuse
- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to
- Encourage the development of self-esteem and resilience
- Ensure children know that there are adults in the school whom they can approach if they are worried
- Ensure there is a member of staff designated for the support of 'Children in Care'

- Include opportunities in the PSHE curriculum for children to develop the knowledge needed to recognise and stay safe from abuse
- Regularly review and update our procedures, policies and practices
- Work with parents and carers in partnership to create positive relationships that safeguard children and support families
- Work with agencies to share information and support families
- Ensure robust safer recruitment processes are in place at all times, including for temporary staff and visitors to the school site.



## ICT Network Administrator

SO1 (£32,301 min) to SO2 (£35,949 max) depending on experience

Permanent, 52 weeks per year

We wish to appoint an experienced and professionally qualified ICT Network Administrator. You will be a highly motivated IT professional, ideally with school based experience.

***Haggerston School was judged 'good' by OFSTED in October 2017. The OFSTED report noted: "Staff have high morale. They are proud to work at the school and feel that leaders support them in a variety of ways. These include providing training to meet their individual needs."***

We are looking for an ICT Network Administrator who:

- Provide a comprehensive 1st and 2nd line support service
- Can provide a technical assistance service to students and staff
- Can ensure compliance with health and safety regulations are maintained in the delivery of technical services

We can offer you:

- children and young people who are eager to learn and progress
- staff who are collegiate, committed to their own professional development and to improving outcomes for the students here
- an excellent physical environment newly refurbished and extended under BSF
- a school committed to your professional development
- work in a team where your skills, enthusiasm and hard work will be appreciated

If you are passionate about providing young people with a safe, supportive environment in which to ensure their success, we want to hear from you.

Download an application pack from the school's website or you can request one by contacting the HR Department via e-mail: [recruitment@haggerston.hackney.sch.uk](mailto:recruitment@haggerston.hackney.sch.uk)

Application forms can also be returned to HR via email.

**Application closing date: 1:00pm on Friday 2<sup>nd</sup> October 2020**

**Interview and Assessment: w/c 5<sup>th</sup> October 2020**

*Haggerston School is committed to the safeguarding and welfare of young people and expects all staff to share this commitment. Our commitment is underpinned by robust processes and procedures that seek to minimise risk and continuously promote a culture of safeguarding amongst our workforce. All posts within the school are subject to an enhanced DBS check. We welcome applications from all sections of the community, regardless of gender, race, religion, disability, sexual orientation or age.*





## Job Description

<b>Post Title:</b>	<b>ICT Network Administrator</b>
<b>Status:</b>	<b>36hrs per week, permanent, 52 weeks per year</b>
<b>Indicative Grade:</b>	<b>SO1 (£32,301 min) to SO2 (£35,949 max) depending on experience</b>
<b>Line Manager:</b>	<b>School Business Leader</b>

### **Job Summary:**

- To provide a comprehensive 1st and 2nd line support service for the operation of computers, telephones, photocopiers and peripheral equipment, either personally or in liaison with other members of the ICT team (IT apprentice) or, where appropriate, third parties (3rd line support provider)
- To provide a technical assistance service to students and staff in the use of IT equipment as required. To be responsible for efficient network performance.
- To ensure compliance with health and safety regulations is maintained at all times in the delivery of technical services.

### **Dimensions of post:**

This is an all year round post and the post holder will be expected to work a 36 hour week and will be expected to take their annual leave entitlement during the school holidays.

The hours of work will be 8.30am – 4.45pm Mon-Thurs and 8.30am – 4.30pm Friday, including an hour for lunch. There will occasionally be the need to work late and/or attend meetings away from the school and outside of normal working hours.

It is expected that the post holder will carry out her/his responsibilities within this framework.

### **Principal Responsibilities:**

- Provide first class IT support for staff and students in person and via telephone
- Ensuring all incidents are correctly logged and managed using the call logging system
- Manage individual call logs and escalate more complex issues in a timely manner
- Perform PC hardware repairs and upgrades. Arrange and ensure that hardware and software is adequately maintained and that problems are reported and rectified within adequate timescales.
- Detect, diagnose and resolve PC, printer and peripheral device faults. Identify the cause of faults and to undertake basic repairs and maintenance of hardware.
- Identify failing systems and suggest solutions
- Identify and install software patches
- Identify application compatibility issues
- Identify any recurring issues
- Identify and escalate issues to 3rd line technicians in a timely manner
- Build PC's with school's OS image
- Assist in creating and implementing a structured approach to rolling out new hardware or software

- Management of onsite IT equipment. Be responsible for keeping an inventory of software and hardware and to maintain stock of consumables.
- Management of telephone system (via a third party)
- Management of photocopiers and PaperCut system
- Ensuring all relevant equipment has school's asset tag
- Manage collection of redundant equipment
- Ensuring all loaned equipment is accounted for
- Develop and manage an equipment maintenance schedule
- Ensure school policy on staff and pupil access to data and files is implemented
- Support of financial planning for ICT, including purchase of items, and help to estimate future budget requirements
- Have some supervisory responsibilities for junior staff / apprentices
- Liaise with senior staff
- Provide basic training for staff and students (if requested)
- Liaise with suppliers on delivery dates, supply and installation of software and hardware, technical support and training as appropriate.
- Write professional emails when liaising with staff or third parties
- Provide advice on technical matters, trends in the use of computers, prices and availability of new software.
- Prepare computers with the appropriate software ready for use, as required by school staff.
- Support teachers and pupils when they are using computers and help them resolve difficulties.
- Ensure that there is adequate security, both physical and for data on the system.
- Ensure that network performance is constantly monitored in light of future hardware, software and user requirements.
- Undertake feasibility studies on equipment and software requirements, producing costings and implementation for the production of an ICT Development Plan for the school.
- Ensure that procedures are set up to cover for any eventuality and to produce a disaster recovery plan in case of major hardware / software failure.
- Ensure that the back-up of the school network is correctly configured, running and tested periodically.
- Ensure all systems are appropriately configured for the software in use.
- Ensure users have adequate and appropriate access rights to the school's software and pupil and staff databases and email accounts. Create email addresses.
- Ensure that passwords are changed periodically and that printers are appropriately configured.

## **General requirements:**

- Take part in the school's performance management system
- Attend line management meetings.
- Enhanced DBS Check.
- Undertake statutory training (Safeguarding, GDPR, H&S at Work, etc).
- Strong commitment to furthering equalities in both service delivery and employment practice.
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review at the direction of the Business Leader or Headteacher.

# Haggerston School

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation of the post holder’s professional responsibilities and duties.

The postholder will be expected to carry out all duties in the context of, and in compliance with, all the School’s policies and procedures and in compliance with the London Borough of Hackney’s Equal Opportunities Policies and Code of Conduct. All the above duties to be carried out in line with current Health & Safety legislation.

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out all duties in compliance with the school and learning Trust policies.

Signed:..... Date .....

Headteacher

I acknowledge that I have seen, understood and received a copy of the job description.

Signed:..... Date .....

ICT Network Administrator

## PERSON SPECIFICATION ICT Network Administrator

### Qualifications/Knowledge

- HND or equivalent qualifications in appropriate subjects. (E)

### Experience

- Experience of ICT network administration (including training). (E)
- Experience of carrying out a similar post in a secondary school. (E)
- Experience in the use of CAPITA SIMS. (D)

### Knowledge

- Good knowledge of Windows 10, Microsoft applications and G Suite. (E)
- Knowledge of Apple operating systems. (D)
- Confident at troubleshooting software, applications, printers. (E)
- Good knowledge and diagnosis of IWB, projectors and smartboards. (E)
- Good knowledge of anti-virus software. (E)
- Competent use of PC imaging software. (E)
- Awareness of relevant health and safety regulations. (E)
- Knowledge of available equipment, hardware and software. (E)
- Understanding of network topologies and server roles. (D)

### Skills

- Ability to assist in the provision of the safe and efficient daily running of ICT services across the school. (E)
- Ability to lift and transport ICT equipment safely around the school. (E)
- Ability to maintain inventories and keep accurate records. (E)
- Ability to communicate effectively with pupils and persons at all levels. (E)
- Ability to assist with ICT workshops and other activities. (E)
- Ability to identify with teaching staff on ICT support needs generated by curriculum development. (E)



## APPLICATION AND RECRUITMENT PROCESS - EXPLANATORY NOTE

### Application Form

- Applications will only be accepted from candidates completing the enclosed application form in full.
- Candidates should be aware that all posts in the School involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Please see job description.
- Accordingly this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.
- The successful applicant will be required to complete an enhanced Disclosure from the Disclosure and Barring Service (formerly known as the Criminal Records Bureau).
- We may seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications, before interview.
- If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any safeguarding (child protection) allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although he/she may, where appropriate, answer not applicable if your duties have not brought you into contact with children or young persons.
- You should be aware that provision of false information is an offence and could result in your application being rejected or summary dismissal if you are selected, and possible referral to the police and/or the Disclosure and Barring Service.

### Invitation to Interview

- If you are invited to interview this will be conducted in person and will explore any safeguarding issues and suitability to work with children as well as your previous employment record.

### Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- receipt of at least two satisfactory references (if these have not already been received)
- verification of identity and qualifications
- Barred List Check

- a satisfactory enhanced Disclosure and Barring Service check
- where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the school may require in accordance with statutory guidance
- verification of medical fitness in accordance with DCSF Circular 4/99 Physical and Mental Fitness to Teach of Teachers and Entrants to Initial Teacher Training
- satisfactory completion of a probationary period

**WARNING**

Where a candidate is:

- found to be on the Barred List, or the enhanced Disclosure and Barring Service disclosure shows he/she has been disqualified from working with children by a Court; or
- found to have provided false information in, or in support of, his/her application; or
- the subject of serious expressions of concern as to his/her suitability to work with children,

The facts will be reported to the Police and/or the Disclosure and Barring Service.