

JOB PACK

IT Apprentice



Stoke Newington School
& Sixth Form

Job advertisement

IT Apprentice

Immediate Start, 18 months
Paid 36 hours per week, Working hours 08:30-16:30
1 day per week paid for studying, all around the year
Salary £23,427 per annum

If you are interested in joining us then please submit an application on recruitment@sns.hackney.sch.uk. An application pack is available on <https://www.stokenewingtonschool.co.uk/jobs>.

The closing date for receipt of applications is midday Thursday 8th October 2020.

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

Post title: IT Apprentice

Eligibility criteria:

- You must have at least one of the below links to the borough:
 - ✓ You are a current resident of the London Borough of Hackney
 - ✓ Or live in a 3 mile radius of the Hackney

NB - we will ask for proof of your link to the borough (e.g. proof of address, school/college registration/certificates)

You will spend at least 12 months in a supporting role within the Stoke Newington Secondary School. You will work with staff from across the organisation; and you could work with Hackney's residents and external organisations.

The main tasks and duties will depend on the service and the role.

Your apprenticeship will include a formal training programme leading to a business administration NVQ qualification Level 3. You will also receive regular on-the-job training from your manager and colleagues to help you develop in the role.

You will spend at least one day per week working towards your qualification or taking part in training and development activities. It is important that you work hard on the formal training as well as the on-the-job aspects. Your manager and colleagues will support you.

When you have completed your apprenticeship, you should have the following knowledge, skills and behaviours:

Knowledge - You will have a good understanding of:

- Stoke Newington Secondary School, its values, priorities, and the services it provides
- The School's diverse range of customers; and the barriers and challenges facing some of our residents
- How your own work contributes to organisational success and the School's wider goals
- The relevant processes and can make suggestions for improvements
- The relevant policies and legislation and know how they apply

Skills and experience - You'll have:

- Excellent verbal and written communication skills; confident in writing emails, contributing in meetings and briefing senior officers.
- Strong problem solving and decision making skills.
- Effective time management skills - you'll be able to work independently and prioritise your work;
- Technical skills (as relevant to the role)
- Expertise in our IT systems and databases (as relevant to the role).
- Practical experience of working with 'stakeholders' (these are other people or organisations with an interest in the project or work).

Behaviours - You'll have:

- A 'professional' attitude (know how to behave appropriately in a work environment).
- Respect for the varied experiences of other, and work well as part of a team.
- Respect for the privacy of our service users; and know how to keep information confidential and safe.
- Political awareness - you'll understand organisational culture and the wider political context.
- Flexibility - you'll adapt well to changing priorities and demands.
- Ambition; you'll take responsibility for your own learning and development, and career advancement.

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

Job details

Job title: IT apprentice

Directorate: *IT team (Stoke Newington Secondary School)*

Reporting to: IT and Networks Manager

Grade: Apprenticeship (Scale 3 - £23,427 per annum)

Job description

Purpose of the post:

- This is an Apprenticeship IT. The focus is on learning and developing practical experience, drawing on knowledge acquired through academic study and on the job training
- The apprentice will work within the Stoke Newington Secondary School IT Team which provides IT support to staff across the school

Duties and responsibilities

- Following agreed procedures, receive requests for support and provide routine advice to users on systems, products and services which are available to them
- Log incidents and service requests and maintain relevant records
- Promptly allocate calls which require response from more experienced colleagues, as appropriate
- Follow standard procedures, document issues, progress check and ensure that diagnostic information is provided for error resolution and incident analysis
- Provide an effective interface between users, other IT staff and service providers
- Follow processes required to control IT assets issued to end-users (hardware and software) including secure storage, distribution (and re-assignment) and disposal, ensuring accurate records are maintained at a level that will enable the effective management of costs and income from recharges
- Support a 'one organisation' approach
- Support equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups
- Consistently apply high quality service standards and levels of customer service

Job title:

IT Apprentice

Person Specification

	Essential	Desirable
Qualifications		
1. GCSE A*- C Grade in English and Maths	✓	
2. First aid and fire marshall qualifications (or willingness to obtain)		✓
Experience		
3. Customer service experience		✓
Knowledge/Skills		
4. Knowledge of PC technology and terminology	✓	
5. Good understanding and ability to use relevant technology e.g Photocopier	✓	
6. Good numeracy and IT skills	✓	
7. Keyboard and computer skills	✓	
8. Participate in development and training opportunities	✓	
9. Ability to work under pressure in a busy environment	✓	
10. Work constructively as part of a team, understanding school role and responsibilities and your own position with these	✓	
11. Ability to work within a team or independently	✓	
12. To be willing to learn and obtain professional qualifications	✓	
13. Understanding of health and safety in the workplace	✓	
14. Excellent interpersonal and communication skills with the ability to deal with people at all levels	✓	
Attitude		
15. Strong commitment to furthering equalities in both service delivery and employment practice	✓	
16. Adaptable and Flexible: Embraces change; and adapts successfully to changing situations & environments. Can learn from things that don't go well and adapt. Willingness to try new things and new ways of doing things	✓	
17. Honesty and Integrity: although an integral part of all positions, this role involves a high level of transparency and the ability to work to high ethical standards/ strict financial regulations	✓	
18. Hardworking, motivated, and resilient	✓	