Applicant Information Pack
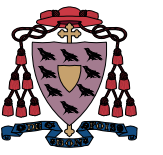
IT Technician

Bishop Chadwick Catholic
Education Trust

Better Schools
Better Communities
Better Futures in Christ

Bishop Chadwick
Catholic Education Trust

Evolve Business Centre
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www.bccet.org.uk

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Welcome

from the Chair of the Trust

Delivering on the Diocese of Hexham and Newcastle's policy to strengthen and develop Catholic education, Bishop Chadwick Catholic Education Trust will comprise 34 schools by July 2022.

To ensure that the children and young people in our schools receive the very best educational opportunities and life fulfilling experiences, our Trust is led by a strong and effective Board of Directors who collectively support and challenge schools within the Trust to achieve excellence.

Our education philosophy is based strongly on partnership where home, school, parish and the wider community work closely to enable each individual to fulfil their God given potential. Every pupil, member of staff and parent is an equally valued member of our community.

We welcome your interest in joining our family.

Mr Daniel O'Mahoney
Director (Chair)

Welcome

from the Chief Executive Officer

Dear applicant

Thank you for the interest you have shown in the post of IT Technician.

This is an exciting opportunity for an IT professional to join the IT section within the Trust central team.

The community of Bishop Chadwick Catholic Education Trust is a living body made up of many parts. Our academies work collaboratively as we seek to achieve cohesion without uniformity, understanding that each one is a unique community. Schools are at the heart of communities and our academies provide the opportunity to achieve academic excellence, contribute hugely to the development of our communities and show the face of Christ to all.

Our Trust passionately believes that every person should have the opportunity to become the best version of the themselves and by working in partnership we can achieve great things. Working as part of the central team, you will make a significant contribution towards ensuring the ICT infrastructure across the Trust and within all its schools, is efficient, effective and supports teaching and learning. If this interests you, I hope you will take the opportunity find out more about us via our website www.bccet.org.uk.

I welcome you to contact the team if you have any questions or queries, details for which can be found in the supporting information section of this pack. This is an important role within our trust to work as a team to create Better Schools, Better Communities and Better Futures in Christ. I look forward to reading your application.
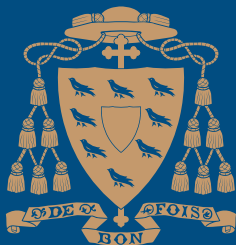
Mr Brendan Tapping
Chief Executive Officer

Vision and Values

As a family of schools inspired by Christ, we aim to enable each individual to fulfil their God given potential. Excellence for everyone through learning, respect and partnership is at the heart of our Trust.

Excellence
Achieve excellence in everything we do.

Community
One spirit, one community, one team.

Respect
Created in the image of Christ and treated with equity and fairness.

Celebration
Recognition and acknowledgement of all our successes.

Gifts
Support and encourage all members to enable them to fulfil their potential.

Aspiration
Supporting people to be the best they can be, ensuring that the needs of every individual are met.

Better Schools
Better Communities
Better Futures in Christ

Our Trust is rooted in the Catholic faith. Our Trust's community lives by Gospel values and takes inspiration from our historical links to Northern Saints, the Sisters of Mercy, the Christian Brothers and Bishop Chadwick.

Working in partnership with the Diocese of Hexham and Newcastle, our parishes, the Local Authorities in which our schools are located and our communities, we will help to make the areas we serve to be better places to live and work.

Our Trust includes both Primary and Secondary Schools serving the communities of East Durham, South Tyneside and Sunderland along the A19 corridor.

The schools in the Trust have a rich Catholic heritage, with many serving former mining and shipbuilding communities, with some of the areas, still undergoing a period of economic regeneration.

The priority of the Trust is one of achieving "excellence for all", which is rooted in the Gospel value of the intrinsic value of the individual and the need for everyone to be treated with respect. We strive to enable each individual to be the "best possible version of themselves".

The family of schools in Bishop Chadwick Catholic Education Trust
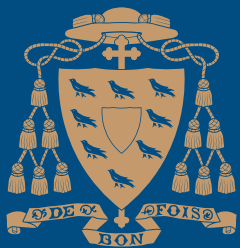
East Durham
- Our Lady of Lourdes RC Primary
- **Our Lady of the Rosary Catholic Primary**
- Our Lady Star of the Sea RC Primary
- **St Bede's Catholic School**
- St Cuthbert's RC Primary
- **St Godric's Catholic Primary**
- St Joseph's RC Primary, Blackhall
- St Joseph's RC Primary, Murton
- St Mary Magdalen RC Primary
- **St Mary's Catholic Primary**

South Tyneside
- SS Peter and Paul RC Primary
- **St Aloysius' Catholic Junior**
- **St Aloysius' Catholic Infant**
- St Bede's RC Primary, Jarrow
- St Bede's RC Primary, South Shields
- St Gregory's RC Primary
- St James' RC Primary
- **St Joseph's Catholic Academy**
- **St Joseph's Catholic Primary**
- **St Mary's Catholic Primary**
- St Matthew's RC Primary
- St Oswald's RC Primary
- **St Wilfrid's RC College**

Sunderland
- English Martyrs RCVA Primary
- **St Aidan's Catholic Academy**
- St Anne's RC Primary
- **St Anthony's Girls' Catholic Academy**
- St Benet's RC Primary
- St Cuthbert's RC Primary
- St John Bosco RC Primary
- St Joseph's RC Primary
- **St Leonard's Catholic Primary**
- St Mary's RC Primary
- St Patrick's RC Primary

* Those schools in bold are already part of Bishop Chadwick Catholic Education Trust

Local Area

Our schools are based in the towns and villages of East Durham; the metropolitan borough of South Tyneside; and the city of Sunderland.

Stretching approximately 20 miles along the coastline of the North East, the area is renowned for its natural beauty and friendly welcome.

With exciting cities, award-winning beaches and outdoor spaces, high quality affordable housing and a thriving cultural scene, this part of the North-East offers the perfect balance of vibrant city life, quaint villages and stunning coastline and countryside.

Alongside some of our own world-class schools there are no fewer than five local, internationally recognised universities. We are well connected with train links direct to London in less than 3 hours; Newcastle International Airport and the Port of Tyne are on our doorstep; and the Tyne and Wear metro system connects the region.

There is a rich heritage and a deep sense of passion and pride for the local area amongst residents. To find out more, see: https://www.visitnortheastengland.com

About Us

The aim of Bishop Chadwick Catholic Education Trust is to provide an outstanding education for all pupils attending schools within the Trust.

We have a centralised model with central services staff working closely in partnership with colleagues in each of our schools. Functions within this service include: finance, HR, IT, marketing and communication, estates, procurement, policy, catering, chaplaincy and attendance as well as school improvement support.

The Trust is committed to adhere to the School Teachers Pay and Conditions Document, as long as it is in existence, and will continue to follow local and national pay and conditions for support staff.

We invest in our staff and pupils to be the very best version of themselves through performance management and supporting training and development opportunities to enhance skills. Nurturing talent and succession planning are at the heart of our strategy for developing the leaders of future Catholic education.

As a Trust, we are committed to supporting our employees wellbeing. We are in the development phase of creating our own bespoke workload charter through a group of employees who represent all schools and professions within the Trust.

As part of our commitment to recruit and retain highly effective and committed teachers, Bishop Chadwick Catholic Education Trust was one of only five education trusts in the early roll out areas to partner with Teach First in the design and delivery of their Early Career Framework.

Job Description

Bishop Chadwick
Catholic Education Trust

POST TITLE:
IT Technician

GRADE:
Band 5

RESPONSIBLE TO:
IT Manager

OVERALL OBJECTIVES OF THE POST:
As a key member of the ICT team in the Trust, you will make a significant contribution towards ensuring the ICT infrastructure across the Trust and within all its schools, is efficient, effective and supports teaching and learning.

KEY TASKS

You will work towards the overall objectives of the post. You will:

1. Embrace the Trust's vision in "Better Schools, Better Communities, Better Futures in Christ", supporting colleagues to achieve their outcomes and work with purpose and direction to implement the Trust's priorities.
2. Value diversity, celebrate equality, involve, and empower people, encourage innovation and promote a clear customer focus and performance culture.
3. Travelling to sites to support the IT Manager with the maintenance and development of software and hardware, networks and broadband connections.
4. Troubleshoot across the network including but not limited to imaging of PC's and iMacs, security patches and updates, repair/replacement of faulty components in computers, laptops, iPads, projectors, printers and other school ICT equipment.
5. Install new software as appropriate.
6. Support in the implementation and development of web-based teaching and learning technologies such as Office 365 and G Suite.
7. Correct faults as they occur on the network.
8. Making sure that calls assigned to them adhere to the agreed SLA.
9. Proactively searching out potential technical issues, identifying possible risks and suggest solutions.
10. Updating technical documentation as major changes are implemented.
11. Active membership of the Change Control team to deliver a technically capable, high quality, cost effective Change and Problem Management support service.
12. Support the IT Manager in the implementation of any new initiatives as appropriate.
13. Man the Trust helpdesk on any computer/ICT related enquiries, escalate any queries where necessary.
14. Carry out routine ICT procedures such as ensuring daily backups are carried out and checks of equipment.
15. Support and maintain appropriate e-safety policy and practice.
16. Seek appropriate support assistance from Helpdesks, LA and Websites as required.
17. Assist the Trust in the replacement and record keeping of key consumables required.
18. Provide training and support to staff, where required and appropriate. This may include in class support and working directly with pupils, including supporting students at lunchtime.
19. Be responsible for maintaining efficient records of hardware via the Trust inventory and efficient management and recording of software licensing agreements.
20. Support the various cashless catering system and income management systems used in the Trust.
21. Support and maintain the Trust's phone system.
22. Carry out PAT testing of equipment.
23. Review and develop your own personal practice, including taking part in performance review annually.
24. Upload items to websites and support the development where necessary.
25. Ensuring that all administrative duties, checks, documentation, are completed accurately and submitted within required deadlines.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Person Specification
IT Technician

Category	Essential	Desirable	Method of Assessment
EDUCATIONAL ATTAINMENT	• Qualified to NVQ3/A Level or above in IT or IT equivalent qualification, or equivalent in a relevant field. • 5 GCSE's A-C including Maths and English. • Microsoft or CompTIA qualification such as MCP, A+, or Network+	• MCSA Windows Server 2012/2016 • Cisco CCNA • ITIL Foundation Qualification	• Application form • Certificates
WORK EXPERIENCE	• Significant experience of working in ICT Support • Experience of working with Client Server networks • Experience of supporting hardware and software (organising returns, fault finding etc) • Experience in managing/maintaining Windows servers specially Active Directory, Group policies, DNS, DHCP	• Experience of working in a school environment • Experience of working with third party network management tools • Experience of administering Wordpress websites • Experience of cashless catering systems/income management systems • Knowledge of SCCM for imaging, Apple Mac Server operating system and imaging iMacs. • Knowledge and understanding of Print Counter software • Knowledge and experience of Microsoft Exchange and mailbox management • Experience of troubleshooting Remote Desktop Services • Knowledge of IP CCTV systems, SAN, Veeam, MS DPM and Hyper-V infrastructure.	• Application form • Interview • References
KNOWLEDGE/ SKILLS/ APTITUDES	• Knowledge and understanding of the latest MS Windows operating systems • Knowledge and understanding of Layer 3 networks, DMZ, VPN, VLAN, VoIP, wireless LAN • A good understanding of local area networks • Able to set-up and install a varied range of hardware and software • Good written and verbal communication skills • Proven track record of effective Problem Management • Excellent communication, organisational and time management skills; ability to convey complex, technical information with clarity to a range of audiences • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Bishop Chadwick Catholic Education Trust ethos • Positive approach to change and continuous improvement and ability to support and manage others through change • Evidence of excellent relationships with young people and adults • Ability to develop productive working relationships with all stakeholders	• Able to set-up network infrastructure and fault find where applicable • Awareness of the e-safety agenda	• Interview • References • Technical Scenarios (written assessment)
DISPOSITION	• Flexible approach to work • Committed to further development/learning new skills as required • Committed to the principles of equality and diversity • Supportive of the catholic ethos of the school • Able to work well as part of a team • Able to manage own workload • Able to work to tight deadlines • Enthusiastic approach to Customer Service • Personal Integrity, honesty and sound judgement		• Interview • References
CIRCUMSTANCES	• Full current driving licence or access to a means of mobility support • Enhanced clearance from the Disclosure and Barring Service		• Application form • DBS check

Supporting Information

HOW TO APPLY
Completed application forms should be submitted by email to recruitment@bccet.org.uk by 9 am on Monday 19 April 2021. Emailed applications are required and CV's will not be accepted.

SELECTION PROCESS
Shortlisting dates are to be arranged.
Interview dates are to be arranged.

SALARY
The salary for the post is £22,183 per annum (SCP 12) of the National Joint Council pay spine for Local Government Employees / School Teachers Pay and Conditions Document. You will be paid monthly on the 25th of each month.

PENSION
On joining the Trust you will automatically be included into the Local Government Pension Scheme (LGPS) / Teachers Pensions Scheme (TPS) unless you are employed on a contract for less than 3 months. If you are already a member of the LGPS / TPS or another pension scheme you can apply for your pension to be transferred, you only have 12 months to do this. A Pension contribution is deducted from your monthly pay depending on your annual salary.

MEDICAL CLEARANCE
Your appointment is subject to pre-employment medical clearance. If you are successful at interview you will be issued with a medical questionnaire that must be completed and returned before your appointment can be confirmed.

ANNUAL LEAVE
For non-term time only support staff (those working a full year), your annual leave entitlement will be 25 days if you have less than 5 years continuous service or 30 days if you have more than 5 years continuous service. If you begin your employment during the year you will be entitled to a proportion of the annual leave entitlement.

NOTICE PERIODS
Notice periods are in accordance with the School Teachers Pay and Conditions Document.

TEACHING STAFF
- to leave by 31 December, notice must be given before 31 October;
- to leave by 30 April, notice must be given before 28 February;
- to leave by 31 August, notice must be given before 31 May. Headteachers and Senior Executive staff (Leadership)
- to leave by 31 December, notice must be given before by 30 September,
- to leave by 30 April, notice must be given before 31 January,
- to leave by 31 August, notice must be given before 30 April.

For support staff, the minimum period of notice you must give the Trust depends upon the grade for your post and will be set out in your contract of employment. The standard notice period is 1 month. Employees paid Spinal Column Point 33 are required to provide 2 months notice.

PROBATION
If you are a new entrant to the Trust your appointment is subject to a probationary period of 6 months. You need to satisfactorily complete this probationary period before your appointment can be confirmed.

WORKING HOURS
The working week for support staff will be one of 37 hours.

TERMS AND CONDITIONS
Your terms and conditions of employment are those laid down by the National Joint Council for Local Government Services / Teachers Pay and Conditions Document.

QUERIES
For an informal and confidential discussion on this post, please contact Paul Harrison, pharrison@bccet.org.uk to arrange a confidential discussion.

GENERAL
Application forms will not be acknowledged. If you do not hear from us within 6 weeks of the closing date you can presume that your application has been unsuccessful. Should this be the case we would like to thank you for the interest you have shown in the post.

*the above supporting information for central support staff is based on South Tyneside terms and conditions.