

Candidate Brief for the position of
IT Support Lead

Newton
PREP

Newton Prep was rated as 'Excellent' across the board by ISI Inspectors in March 2022



Contents



The School	3
Summary of the Role	4
Main Duties & Responsibilities	5
Person Specification	6
Summary of Terms & Conditions	7
Application	8



The School

Established in 1991, Newton Prep is a thriving school for children, aged 3-13. The School is unashamedly ambitious for its pupils who have access to outstanding facilities. We want them to achieve their academic potential whilst also engaging in sport, art, music and drama. In the School, there are currently over 650 pupils from Nursery to Year 8.

We want the children to involve themselves in the total life of the School, which includes after school clubs and activities and a wide range of trips. We celebrate the diversity of our pupils; we want our children to develop a strong sense of community, learning how to make a positive contribution to the community of Newton Prep and the world around them. The ethos and philosophy is one that is based on mutual respect and kindness shown to others.

Our Vision is to provide the children in our care with a first-rate education in the knowledge that time is precious and irreversible. The education we provide has a strong academic base and an imaginatively broad curriculum giving a rich learning experience for all children including provision for children with a range of abilities, including those with high aptitudes in specific subjects. Moreover, the Newton education has a lasting impact as children progress through their school years and throughout their lives, developing both intelligence and character. Our atmosphere is full of happiness and enthusiasm with a sense of purpose and achievement as both pupils and staff aim high. Good governance bolsters these aspirations. We focus on developing ambition in the children so that they move on to the most appropriate senior school.











Newton Prep is a model for best practice in all aspects of prep education.

The School places a strong emphasis on the education of the whole person. We attach great importance to the teaching of Art, Drama, Music and Sport as well as the more academic subjects. Our curriculum and extensive co-curricular programme, together with the House system, reflect the School's commitment to providing both high quality learning opportunities and strong pastoral support so that our pupils have the best opportunities to achieve their full potential and are successful in all areas of school life.

Fundamentally, we want Newton Prep children to enjoy their precious childhood years.

Location

Newton Prep is positioned in the heart of central London's newest vibrant and dynamic development. The area stretching from Nine Elms to Battersea is home to a bustling new 'town'. The iconic Battersea Power Station, now rebuilt, has transformed this part of the capital. With the opening of the Northern Line tube extension, the school enjoys exceptional connectivity, we are within five-minutes' reach of three different stations, served by four bus routes and even accessible by river!

-  Battersea Park  2 mins
-  Queenstown Road  5 mins
-  Battersea Power Station  5 mins
-  156, 344, 436, 44  1-3 mins
-  Battersea Power Station  15 mins



Summary of the Role

At Newton Prep we are dedicated to providing our pupils and staff with the tools and support they need to succeed. As our IT Support Lead you will play a vital role in ensuring that our technology runs smoothly empowering both the pupils and members of staff to excel in the digital age. You will have a passion for IT and education with the ability to contribute to the school's vision and mission.

The IT Support Lead will be responsible for the management of the support desk, resolving problems, escalating issues when necessary, keeping records and building an IT knowledge base. Building good working relationships with staff is essential to the success of this role.

The IT Support Lead will report on a day-to-day basis to the Lead IT Technician and at times to the Bursar. The IT Support Lead will be responsible for the Junior IT Technician.

This is a full-time, permanent position commencing **April 2024**.



Main Duties & Responsibilities

The responsibilities of the IT Support Lead:

- Lead first-line IT support to the school and guiding the Junior IT Technician
- Take ownership of tickets in the queue, ensuring effective and timely communication with users
- Prioritise and resolve support requests. Hold a daily IT meeting to ensure that priorities are established and addressed
- Organise and monitor a cycle of regular, whole-school IT maintenance, prioritise where appropriate
- Lead root-cause troubleshooting to address underlying problems and minimise recurrence
- Maintain documentation throughout the life of the ticket from initial request through to resolution
- Develop and deliver IT training sessions to enhance the IT skills for staff, in particular for the use of technology 'in the classroom'
- Manage the school's IT resources of physical devices and software to ensure all devices are up to date and that applications and devices are deployed in an efficient manner
- Oversee the setup and deployment of iPads, enrol these devices into the organisation's MDM system (Jamf) for efficient remote management and application distribution
- Oversee the administration of our VLE system, currently Google Classroom, assist in creating classes, and enrolling students and teachers
- Liaise with outside suppliers and service providers to coordinate repairs, procure new equipment, or update existing systems
- In collaboration with the Lead IT Technician, plan and deliver cyclical upgrades (software and hardware) and renewal of all IT equipment
- Provide technical and AV support for school events and activities, some of which may be outside regular working hours
- Work with the Lead IT Technician to maintain and develop the school's core IT infrastructure, services and data storage and support the Lead IT Technician in planning for and responding to major IT incidents
- Ensure end users are following the school's Data Protection and GDPR policies
- Take responsibility for your own continuing self-development, undertake training with input from the Lead IT Technician and Bursar and then support staff with the knowledge and skills gained from the training
- Undertake such additional duties as might be reasonably requested by the Head, Bursar, Lead IT Technician or other authorised person
- Work in a manner which is safe and healthy for both yourself and others with whom you come into contact
- Comply with safety instructions and regulations
- Promptly report all safety hazards and unsafe working practices
- Be familiar with the school's Health & Safety Policy and comply with it at all times
- Read and be familiar with the Staff Handbook and Employment manual and follow the procedures therein
- Be familiar with and to follow guidelines as set out in the school staff policy documents
- Work in a co-operative, diplomatic and flexible manner
- Foster and maintain good working relationships, acting as a courteous, friendly and business-like member of the school team



Person Specification

The IT Support Lead needs to have:

- Educated to GCSE / NVQ2 standard (to include either a science / technology related subject or Maths, and English)
- Minimum 3 years' experience in a structured IT support/helpdesk role
- Experience maintaining service desk records and procedures
- Knowledge of major operating systems including Windows, Mac OS and iOS
- Excellent knowledge of device set-up, software configuration and updating for PC/ Mac and mobile devices
- Experience of mobile device management tools and SSL certificate creation and deployment
- Experience of creating user accounts and profiles and managing them in Active Directory
- Experience managing MS365 (Office365, MS Teams, SharePoint, OneDrive) and Google Workspace (G Suite)
- Knowledge of Windows Server services including Active Directory and Group Policy.
- Awareness and understanding of the principles and practice of data protection and IT security
- Logical approach to troubleshooting and problem solving.
- High level of attention to detail with the ability to follow instructions and adhere to policy and standards
- Ability to manage and prioritise multiple work streams
- Good communication skills
- Ability to explain technical concepts clearly and simply to a non-technical audience
- Ability to handle administrative tasks with accuracy and have a willingness to learn new skills
- Ability to work on own initiative and as part of a team
- A pleasant and friendly approach
- Quick learner and a willingness to go on learning

It would be desirable for the IT Support Lead to have:

- MCA or MCE certification or working towards
- Relevant work experience from within a school / college environment.
- Understanding of networking concepts.
- Web, E-mail Security (including implementation of Dmarc, spf)
- Experience of SSL certificate creation and deployment
- Experience of using lighting desks and/or audio mixer desks



Summary of Terms & Conditions

The following information provides guidance, without prejudice, on the expected main terms and conditions of employment. A formal contract detailing the terms and conditions applicable to this position will be drawn up on receipt of your acceptance of your provisional offer of employment. Any offer of employment will be subject to satisfactory recruitment checks (including qualifications, references, ID, right to work, online searches and medical checks) that are satisfactory to the School as well as satisfactory checks from the DBS and Teacher Regulation Agency.

Salary

£33k to 39k per annum in accordance with the School's salary scale dependent on skills and experience. Salaries are paid by BACS transfer on the last working day of each month in twelve equal payments.

Period of employment

Full-time, permanent.

Working hours

Normal working hours are 8.00 am to 4.30 pm, Monday to Friday, with a one hour lunch break.

Probation

This post is subject to a probationary period of six months. During this probationary period either you or the school may terminate your employment by giving not less than one month's prior written notice. The school may, at its discretion, extend the probationary period for a further period in the event it is considered necessary.

Notice

Following the successful completion of your probationary period your notice period will be two months during the first four years' service. Thereafter, an additional week's

notice is required for each complete year of service up to a maximum of 12 weeks' notice after 12 years of service.

Holiday

You will be entitled to 30 days holiday (pro rata) plus Christmas closure which must be taken during school holidays. You will be required to attend any dismissal or disciplinary hearing during school holidays on being given reasonable notice.

Pension

The school operates a Group Personal Pension Scheme. The school will automatically enrol you in its Standard Life Pension Scheme (the Scheme). If you do not wish to be a member of the Scheme you may choose to opt out. Forms are available from the Scheme's website. The school will automatically re-enrol all staff who are not members of the Scheme on a three-yearly basis. Should you wish to continue to

opt-out you will need to repeat the opt-out process. The school will contribute an amount equal to 10% of your net salary into its Group Personal Pension Scheme subject to your contributing a minimum of 4.8% of net salary into the Scheme.

Fee remission

A discount of up to 50% is given on school fees for children attending Newton Prep (subject to satisfying the School's admission criteria).

Other benefits

Staff gym, free on-site parking, cycle-to-work scheme, free 'travel to work loan scheme', free school lunch, tea and coffee during term time, 24-hour counselling and legal advice service, training and development opportunities.



Application

Newton Prep is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).

The School will carry out online searches on all successful candidates as part of the process of assessing suitability.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Please ensure that you include the names of two referees and details of employment since leaving school. As the position involves working with children the successful applicant must be willing to undergo child protection screening appropriate to the post (including checks with past employers) and will be subject to an Enhanced Disclosure and Barring Service check.

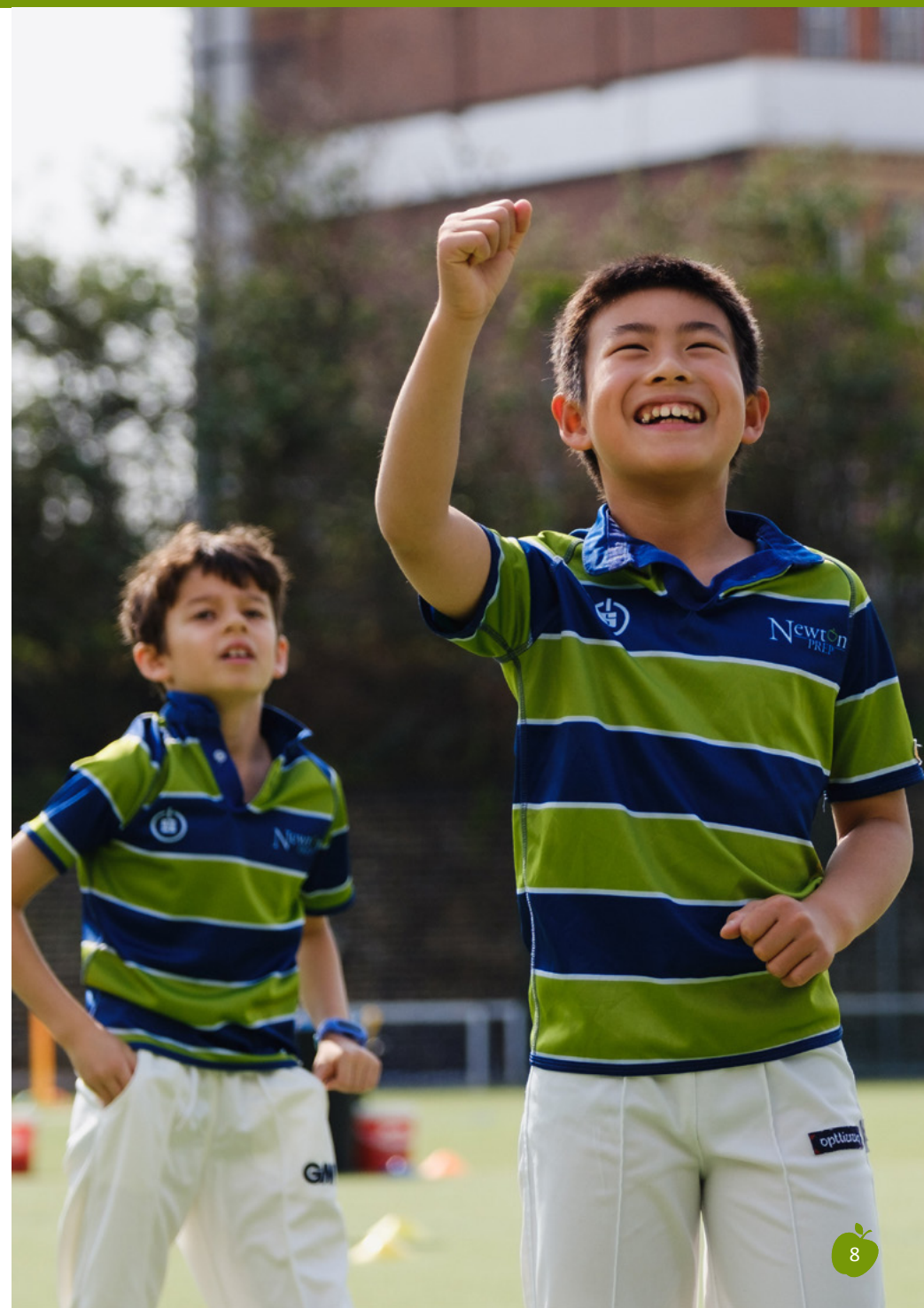
The closing date for applications is **9.00 am Thursday 28th March 2024**.

Application is by form only. Application packs, including the Application Form, may be downloaded [here](#) or from our website newtonprepschool.co.uk. Candidates should complete the School's Application Form electronically and email it to the HR Assistant at: hrrassistant@newtonprep.co.uk.

Alternatively forward it via post to the HR Assistant, Newton Prep, 149 Battersea Park Road, London, SW8 4BX. If you have any queries about the application process, please contact the HR Department on **0207 720 4091 Ext 1255**.

Formal interviews will be held week commencing **Monday 1st April 2024**. However, the School reserves the right to interview and appoint ahead of the advertised closing date, should an appropriate candidate be found. Therefore, it is advisable to submit applications as early as possible.

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.





Newton
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Newton Prep Ltd