



Transforming Lives

EDUCATIONAL TRUST

Central Team
Field IT Systems
Engineer

Recruitment Pack April 2022

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About Transforming Lives Educational Trust

Our History

The Transforming Lives Educational Trust (TLET) was established in October 2016 and is a Charitable Trust and Company Limited by Guarantee. TLET grew out of a partnership between a high performing secondary school and primary school in Rugby, Warwickshire. The desire to work together arose from continuing population growth in the local community, our belief that we can shape and influence practice wider than our current schools, and the desire to provide the community with more high-quality school places. The Trust is set to grow over the coming years and currently comprises of two secondary-phase academies, Ashlawn School and Houlton School, and two primary-phase academies, Henry Hinde Infant School and Henry Hinde Junior School. Currently we are responsible for approximately 2400 children and young people and, along with the Trust's Central team, 350 employees and £13m of public money annually.

Our Vision

We believe in the transformative power of learning and its singular ability to broaden horizons, deepen perspectives and extend potential.

Our family of academies will be recognised as the most forward-thinking and innovative organisations within the communities they serve, providing a springboard for our children, young people and staff so that they become exemplary citizens who strive to stretch their potential and become transformers in a diverse and ever-changing world.

Our Strapline

Transforming tomorrow, today.

Our Standards

One team, one goal

- ◆ We are totally united and committed to improve life chances.

Best daily deal, everyday

- ◆ We have the highest expectations for all, in all, from all, always.

No excuses

- ◆ We see it, own it, sort it.

Community First

- ◆ If it's important to you, it's important to us – we care.

Our Values

Tend the team – *listening to, sharing with, and learning from others so that we nurture the potential of all (loyalty)*

Reach for excellence – *only comparing ourselves to the best – seeking to match and then surpass it (excellence)*

Utalise innovation – *seeking forefront thinking and creativity, and leading the change (courage)*

Seize success – *holding onto our vision and building on our achievements (tenacity)*

Thank as you go – *recognising the contribution of others to the Trust's successes (kindness)*

Our Academies



Our Team

Without exception, everyone is deeply committed to the very highest outcomes, regardless of their role, recognising the strength of collective contribution and effort.

Leaders

Academy leaders, driven by exceptional Principals, focus relentlessly on pupils and their outcomes, with everything else as peripheral. They are restless in their leadership, seeking ever better ways to improve in a culture of success. They do what it takes to make the difference.

Central team leaders, motivated by an inspiring Executive, lead high performing teams who add value to our academies by providing the environment in which others thrive. They unburden academy leaders, enabling them to keep the main thing, the main thing – pupil outcomes.

Governance, for our academies and for the Trust, is robust, rigorous and proportionate, providing professional support and challenge so that leaders strive to the limit of what is possible with a sharp focus on outcomes and excellence.

Our leaders never allow the urgent to distract them from the important, navigating a clear route to long-term success.

Teachers

Our teachers are highly effective in the classroom, both in the uncompromising quality of their teaching and in the perceptive and individualised attention they give to pupils. They are passionate about the subjects they teach and dedicated to the children in their care. Our teachers are carefully recruited and expertly supported to make sure they, like our pupils, are always at the top of their game.

Support Staff

Our support staff are the backbone of our organisation and are specialists in their areas of responsibility. Like our teachers, they are well-trained and highly effective at ensuring the smooth operation of our Trust day in, day out.

Our Aims

1. Our children achieve more, and make better progress, by attending a TLET academy than would otherwise be expected.
2. Others hold our academies, and the Trust, in the highest regard.
3. Our accommodation and premises are safe, well maintained and with facilities that are constantly improving.
4. Infrastructure and management systems are effective and cohesive, underpinned by sound financial management.
5. Our Trust operates at least seven academies, with due regard to growing responsibly, sustainably and with a mix of primary and secondary phased academies.
6. The welfare of our children and staff is promoted effectively in a safe environment where they are protected from harm.

Why Work for TLET?

At TLET, we want to be an employer of choice for our employees.

We believe that the children and young people in our care deserve the very best staff who are highly effective at what they do. We want our employees to take great pride and satisfaction in their work. This means that one of our fundamental priorities is to ensure that all of our employees feel valued, knowing that the role they fulfil is vital to transforming the life chances of others. Put simply, we are loyal to our employees and receive their loyalty in return.

Comprehensive Induction

When joining TLET, you will have access to a detailed induction programme which is designed to ensure you feel confident in your new role from your first day with us. This is led by our HR team in partnership with your line manager and focuses on our culture, safeguarding, site orientation, key people and TLET expectations, among other things. We know the importance of a great start for our children and young people when they join one of our academies, so we place just as much importance on the way new employees transition into TLET.

Tailored Training

We believe in giving our children and young people the best daily deal. To this end, all of our employees have access to individualised performance development programmes and tailored training to ensure we are all restless in our pursuit of excellence. We work with respected training providers such as ECM Consultants, Challenge Partners and our own TLET Education Improvement Service, harnessing a blended training platform of virtual and face-to-face sessions.

Tending the Team

At TLET, we recognize that working in schools is extremely rewarding, but we haven't lost sight of the fact that it is often challenging and burdensome. All our employees have access to our TLET wellbeing offer to promote your mental and emotional wellness. This centres around a suite of staff provision such as bitesize online wellbeing training to help maintain work-life balance, free access to professional counselling and even shopping vouchers! In short, we take care to care.

TLET Central Team

As an employee at TLET, you will benefit from our extensive and expert Central Team who are based in Rugby making them highly accessible and responsive. The Central Team deliver leadership, finance, estates, business operations, SEND, HR and IT expertise to our academies with the intention of making it easier for others to do their job. Our Central Team work in partnership with our academy leaders to ensure that support is tailored to the needs of each academy.

Furthermore, we follow the School Teachers' Pay and Conditions Document, the National Joint Council guidelines and recognize continuity of service for all employees joining TLET to ensure that our employees are looked after well compared with others in different settings.

About the Role

Thank you for your interest in the position of Field IT Systems Engineer at Transforming Lives Educational Trust or name of Academy.

This pack has been designed to help you should you choose to submit an application to us, which we sincerely hope you do. The pack aims to answer all of your initial questions, but if not, please do not hesitate to contact us. It is extremely important to us that you feel comfortable and confident to proceed with your application as we aim to make the very best appointment possible.

So, who are we looking for?

This is a new and exciting role within our growing central team.

Over the next five years, the Trust aims to operate a minimum of seven academies within the local area as well as looking to develop an additional hub for academies in a neighbouring county. Our growth plans will include the transfer of primary and secondary schools into our family of academies as well as securing and delivering free schools. We are committed to making sure that our academies and their communities are served extremely well by our central team, who aim to add value to the work of each of our academies. Over the past year, we have grown our central team, which now provides estates, HR, IT, finance and operations leadership and support to each of our academies. We now require a Field IT Systems Engineer to support the work of our Trust and Academies.

As a Field IT Systems Engineer, you will provide 1st and 2nd line support to assist in the administration of the IT provision across the Trust. You will report to a Lead IT Systems Engineer and form the backbone of the IT Support Team. You will be required to support all IT functions at various Trust sites to assist in the day to day running of our Trust and Academies.

This is a hands-on role that will require a dynamic and flexible approach to competing day-to-day priorities that will always be discharged with the highest level of competence and efficiency.

First and foremost, you are an experienced IT Systems Engineer/Technician or have other relevant IT support experience. You will possess exceptional organization skills, be thorough with an attention to detail. You will be confident in your abilities to support a Windows environment, being responsible for keeping our IT facilities operational and safe for both staff and pupils. You will have a natural ability to problem solve and to pre-empt the needs of others.

You thrive in an innovative working environment, build highly effective relationships and show sensitivity towards the needs of others within an educational environment. You will have a full clean UK driving license. The Field IT Systems Engineer is vital to the smooth running of a high quality IT provision that supports the delivery of a high quality education for our pupils.

We want to hear from you if you are as excited as we are about this new opportunity within our successful and growing Trust. In return, we can offer the right candidate excellent professional

development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role of Field IT Systems Engineer. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us.

We look forward to receiving your application.

What next?

We want to hear from you if you are as excited as we are about this fresh opportunity within our successful and growing Trust. In return, we can offer the right candidate the chance to work within our innovative and forward-thinking Trust as well as offering excellent professional development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role at Transforming Lives Educational Trust. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us. We look forward to receiving your application.



How to Visit & Apply

Please read the information in this pack. If you are interested in this job opportunity, please apply by downloading the application form from our website [website \(www.tlet.org.uk\)](http://www.tlet.org.uk). Completed application forms should be emailed to careers@tlet.org.uk or posted to:

HR Department (Careers)
c/o Houlton School
Signal Drive
Houlton
Rugby
Warwickshire
CV23 1ED

If you have any questions about the role or would like to visit Transforming Lives Educational Trust or one of our Academies, please don't hesitate to contact us by emailing careers@tlet.org.uk or selecting option 1 on our telephone menu – 01788 593900.

If you decide to apply you should include a supporting statement with your application form (either in the application or as a covering letter) on no more than two sides of A4, giving your reasons for applying for the post, addressing information you have read in the pack and particularly the person specification, and outline any relevant experience and personal qualities you would bring to the Trust.

Please do not send a general letter; we are really looking for someone who is prepared to respond to us as an individual Trust. You can be sure that we will take time and care in reading your letter; we appreciate how much time and energy goes into writing it.



Job Description

Location:	Transforming Lives Educational Trust Head Office – Based at Houlton School
Job Title:	Field IT Systems Engineer
Salary:	NJC07 £20,444.00 – NJC11 £22,129.00
Contract:	Permanent
Start date:	As soon as possible
Responsible to:	Lead IT Systems Engineer/IT Manager
Key relationships:	Staff and pupils across all academies within the Trust
Job purpose:	The Field IT Systems Engineer will provide 1st and 2nd line support to assist in the administration of the IT provision across the Trust.

MAIN ROLE AND RESPONSIBILITIES:

ICT Network Provision

- Assist with all reactive, preventative and periodic ICT maintenance and servicing required
- Assist the configuration and installation of new software onto the network and maintain existing installations
- Ensure the delivery of high quality IT Services across the Trust
- Liaise with external agencies for repairs of hardware/software that is under warranty and or is part of a Service Level Agreement
- Assist in Maintaining and checking disaster recovery and backup systems.
- Maintain appropriate IT consumable stock levels
- Ensure network functionality is thoroughly tested, maintaining network security, firewall protection and system uptime
- Installation and configuration of new hardware

ICT Support

- Provide first line reactive ICT support to end users of ICT systems provided by the Trust.
- Provide second line support for any escalated issues.
- Assist in training staff to enable good use of installed ICT equipment.
- Ensure prompt resolution of helpdesk tickets allocated to you
- Be proactive in responding to tickets not allocated to you
- Provide technical assistance is provided at school events
- Restoration of lost/deleted data

ICT Administration

- Maintain and ensure the accuracy of an asset register for the schools
- Maintain and upload content to the Trust websites
- Creation of user accounts for staff and pupils and monitor their use to ensure that Trust policies are adhered to
- Creation of ID badges and appropriate levels of access control for staff and pupils
- Assist with annual system maintenance

General

- Assist in Maintaining the schools' internal telephone systems
- Liaison with other departments and staff as necessary on matters regarding ICT.
- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the school's policies and procedures.
- You will be supporting multiple IT Estates across the Trust
- Carry out other duties that the line manager may reasonably request.

This job description sets out the duties and responsibilities of the post at the time it was drawn up.

Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people.

Person Specification

Job Title:	Field IT Systems Engineer
Reports to:	Lead IT Systems Engineer/IT Manager

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.

SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications/ Training	English and Maths certificate (GCSE Grade B or higher, or similar)	Further qualifications relevant to the post.
Experience/ Knowledge/Skills (Ability to)	<p>Proven experience in an IT Support role</p> <p>Technical background in IT, familiar with technologies such as Windows Server, Desktops, Networking, Applications, and Cloud</p> <p>Excellent time-management and prioritising skills.</p> <p>Proactive approach to problem solving with strong decision-making skills.</p> <p>Understand user needs and make an initial assessment on the impact/urgency of requests and incidents</p> <p>Full, clean UK driving license</p>	Experience of working within an educational setting.
Personal Qualities	<p>Work effectively, using own initiative; self-motivated and well organised.</p> <p>Thorough approach to tasks with an attention to detail</p> <p>Work flexibly and with emotional resilience; highly approachable, very grounded and make sensible judgement, even when under pressure.</p> <p>Commitment to working collaboratively with the Trust and embedding the Trust ethos and values in the school.</p>	

All posts within TLET are subject to pre-employment and vetting checks, including reference checking and enhanced disclosures checks with the Disclosure and Barring Service (DBS).