



APPLICATION PACK

TRUST IT ENGINEER

THE BISHOP FRASER TRUST



THE BISHOP FRASER TRUST
A CHURCH OF ENGLAND MULTI-ACADEMY TRUST



WELCOME

Dear Applicant,

Thank you for your interest in the role of **Director of Estates & Facilities** at our Trust. This is a brand-new and exciting position for us – one that reflects both the scale of our ambitions and the opportunities ahead.

We have recently completed a full estates review across the Trust, giving us a strong foundation and clarity on our current condition and future needs. Now, we're looking for a dynamic leader to take this work forward – to shape, lead and deliver an outstanding estates strategy that keeps pace with our growth and vision.

There are some truly significant developments already in motion. Two of our school sites are preparing for major rebuilding works, and we are in the process of expanding our Trust from five to eight schools, with new primary settings joining us in the near future. This means your portfolio will not only be broad and diverse, but also continually evolving.

What makes our Trust special is our leadership culture – we are forward-thinking, creative, and not afraid to do things differently. We value innovation and smart, strategic thinking. We want someone who sees challenges not as barriers, but as opportunities to make things better. We're not looking for someone to simply follow instructions – we want someone with energy, optimism, and a genuine passion for what they do, who will bring fresh ideas and enter the room with solutions.

We're also lucky to have brilliant site teams across all of our schools – skilled, dedicated colleagues who will be a pleasure to work with and support you in bringing our vision to life.

If you're excited by the opportunity to shape a growing estate, work with great people, and make a real difference to the environments where young people learn and thrive, we would love to hear from you.

Warm regards,

Tuesday Humby
Chief Executive Officer



WHY WORK FOR THE BISHOP FRASER TRUST?

PERFORMANCE DEVELOPMENT – Touchbase opportunities as part of your working day.

At The Bishop Fraser Trust, we focus on **growth and supporting your professional development**. That's why we've replaced traditional appraisals with a more supportive approach:

No Formal Appraisals – Say goodbye to rigid performance reviews.

Performance Development – Ongoing support to help you succeed, not just a once-a-year check-in.

Touchbase Opportunities – Regular, informal check-ins during your workday to discuss progress, goals, and support needs.

We believe in continuous development and real-time feedback to help you thrive—without the stress of traditional appraisals!

AUTOMATIC PAY PROGRESSION FOR ALL

We believe in recognizing and rewarding your hard work. That's why we offer **automatic pay progression** for all employees, including Teachers. As you grow with us, your reward grows too—without the need for negotiations or uncertainty.

Clear and Fair Growth – Your pay increases automatically at set milestones.

No Unnecessary Hassle – No need to request raises; they're built into your journey.

Commitment to Your Success – We value long-term dedication and make sure it's reflected in your earnings.

Join us and build your future with confidence!

LEADERSHIP DEVELOPMENT OPPURTUNITIES

At The Bishop Fraser Trust, we invest in your future. Our **Leadership Professional Development Programmes** are designed to help you grow, lead, and succeed.

Tailored Leadership Training – Develop the skills to take your career to the next level, with our Into SLT, Aspiring Leaders Programme, Into Deputy and Into Headship programmes.

Real Growth Opportunities – Clear pathways to leadership roles within the company.

Ongoing Support & Mentorship – Learn from experienced leaders and gain valuable insights.

Whether you're aspiring to lead or looking to enhance your leadership skills, we provide the tools and support to help you **reach your full potential!**

EQUALITY, DIVERSITY, AND INCLUSION

Our strategy underscores the importance of **weaving equality, diversity and inclusion** throughout all our work. While we acknowledge that there is more to be done in this area, we are committed to the process of inclusion, and the continuing focus on removing barriers to participation and access, alongside the focus on recruitment and support of a diverse workforce.

Become a more diverse organisation at senior levels - We welcome applications from black and ethnic minority candidates who are currently underrepresented.

We always hire on merit – We welcome discussions around flexible working. We believe in the power of our people and their potential to make a positive impact on the lives of our pupils.

APPLICATION PACK TRUST IT ENGINEER

Join us in shaping a brighter future for education, where **everyone is valued and empowered** to succeed!

WELLBEING AND SUPPORT

We understand the **importance of taking care of our employees' wellbeing**. We know that the thing that has the biggest impact on people's wellbeing is their leadership, and with that in mind we are focussed on developing our leadership capability across the trust. In addition, we also offer a range of services that are designed to support your health and wellbeing:

Employee assistance programme - A counselling service and legal helplines, fitness and wellbeing support, to gym and retail discounts for you and your family. We strive to ensure your happiness and health in your role. Additionally, our academies have the freedom to offer workload support tailored to their local preferences, which may vary slightly from one location to another.

Refreshment and re-energisation – We offer generous holiday provisions, parental leave, and flexible working arrangements. Working for TBFT also includes membership of either the Local Government Pension Scheme (LGPS) or Teachers' Pension Scheme (TPS) depending on the role applied for. Our package of support continues to evolve as we refine how we recognise and reward our employees' contributions in various ways.

We recognise the importance of TBFT being a **flexible workplace** and are determined to be creative and to develop our approach further!



ABOUT OUR TRUST

The Bishop Fraser Trust was established in December 2017. We came together to support one another and enhance our schools' communities to enable all of our young people to experience **'LIFE IN ALL ITS FULLNESS'** through an excellent education based on our Christian values.

We are dedicated to the Bolton and Bury areas. All our schools can be reached within 20 mins from our Central Office, which is based at Bolton St Catherine's Academy.

Our strategic growth plan aims to expand our primary sector to around 4 / 5 schools in the next few years and establish the primary trust offer. We would also consider further growth in our secondary sector.

Our vision is: allow all young people to experience **'LIFE IN ALL ITS FULLNESS'** (John 10:10), no matter what their starting point. Our Trustees' work focuses on how we operate as a Christian Trust through our four values of:

WISDOM

COMMUNITY

HOPE

DIGNITY

These values are the basis of all decision making and are woven through each of the schools' personal core values. We work collaboratively at all levels; Executive Team, Strategic Leadership Group, Senior Leader Teams, Departmental Hubs and with our large body of associate support staff. What is clear is that together we are stronger. Our teams now share best practice at all levels, benefitting our young people's education, both academically, spiritually and culturally and their own professional development.

Developing our workforce is so important to us. We have a legacy teaching school which we have retained, the Train Teach Lead Partnership (TTLP), a standalone centre based at St James's CE High School with a Director and Manager to oversee all aspects. The Director of Teaching and Learning works closely with TTLP. Through TTLP, we support the Trust with:

- Support the training and development of new teachers through our Initial Teacher Training Programme and will continue in partnership with local universities. The Trust successfully appoints ITT candidates, who have completed their training through the TTLP.
- NPQs & Apprenticeships.
- SLT, Trustee, Governor, Middle Leader & Support Staff Training.
- School to school support, both in the Trust and the local area, where we have 50+ SLEs registered.

We are approved by the Department of Education as an academy sponsor and are seeking to continue to grow our Trust further.

LIVING AND WORKING IN BOLTON AND BURY

Affordable cost of living: compared to some of the bigger cities in the UK, the cost of living in Bolton and Bury is relatively affordable.

Convenient transportation: Bolton and Bury have transportation links, with easy access to the M60, M61 and M62 motorways and regular train services into Manchester City Centre. Bury has an excellent tram link to Manchester central and two major train stations.



Beautiful green spaces: Bolton and Bury have a range of beautiful parks and green spaces, such as Heaton Park, Jumbles Country Park and Rivington and Moses Gate Country Park. These offer an opportunity to escape from the hustle and bustle of daily life, and enjoy nature walks, picnics, or outdoor activities. The local moorland is exceptional.

Cultural attractions: Both Bury and Bolton are rich in industrial history and have several museums, galleries and historical landmarks that showcase this proud heritage. These include the Bolton Steam Museum, Bury Transport Museum, and the East Lancashire Railway, which is a popular tourist attraction. Bolton has an excellent theatre, The Octagon. Manchester offers a huge array of culture and arts programmes. There is also a plethora of eating places, country pubs and activities. Bolton runs the UK Iron Man competitions in July and there is the Food Festival in August.



Academic institutions: Bolton and Bury are home to a number of Universities, Colleges and other academic institutions, such as the University of Bolton, and Bolton and Bury Colleges. There are great links with universities in the area, such as Manchester University, MMU and Salford.

Job Description

Job Title:	Trust IT Engineer	Department/Group:	IT Services / Support Staff
Level/Salary Range:	Grade E SCP 11-17	Reporting to:	Trust IT Support Lead
Contract term:	Permanent	Hours per week:	37

Safer Recruitment Statement:

The Bishop Fraser Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Vision Statement:

“To allow all children to experience ‘life in all its fullness’ no matter what their starting point” by:

- Offering a high quality, inclusive and distinctive education
- A caring and nurturing environment based on our Christian values
- Recognising the unique nature of each child.

All staff employed by the Bishop Fraser Trust are required to:

- Uphold and promote the Trust’s vision.
- Uphold and promote the Christian ethos of all schools within the Trust.
- Support and contribute to the achievement of all students academically and pastorally.
- Support and contribute to the Trust’s responsibility for safeguarding all students.
- Undertake professional training to enhance personal development and job performance.
- Comply with all Trust and individual school policies and procedures, including safeguarding, child protection, health, safety and security, confidentiality and data protection.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members, treating everyone with dignity and respect.
- Share best practice, expertise and skills with others.

Main Objectives of Role:

The post-holder will play a key role in supporting high-quality IT services at a school level while contributing to the trust’s wider strategic objectives. The main objectives of the role are:

- To support the Trust IT Support Lead and wider team in delivering a fully operational IT network that underpins teaching, learning, and pastoral care across the trust.
- To provide first and second line user support through the helpdesk, including remote assistance and incident diagnosis.
- To assist staff and students with hardware and software issues to maximise the effective use of IT systems.
- To install, maintain, and upgrade devices and software to ensure reliable access to IT across the site.
- To support and maintain trust-wide platforms including Microsoft 365, InTune, and Entra ID.
- To manage local IT systems in line with trust policies and data protection requirements.
- To work independently when required, particularly during periods when the Trust IT Support Lead is off site, while escalating issues appropriately.
- To contribute to trust-wide projects in areas of personal expertise and support the development of the trust’s 'One Network' model.

- To be permanently based at one school, with occasional support provided to other trust sites where needed.

Job Description:

Role in the School context

- Contribute to the smooth running of the school by providing high-quality, reliable IT support that enables staff and students to access teaching, learning, and operational systems.
- Uphold the values and professional standards of The Bishop Fraser Trust, acting with integrity, respect, and responsiveness at all times.
- Represent the IT service positively and professionally to students, staff, parents, and visitors, supporting a calm, inclusive, and supportive learning environment.

Whole School Organisation, Strategy and Development

- Deliver high-quality, consistent IT support that enables effective teaching, learning, and administration.
- Contribute to the trust's strategic goal of developing a unified "One Network" infrastructure.
- Support the implementation of trust-wide policies and practices for digital safeguarding, cybersecurity, data protection, and IT service management.

Technical Service Delivery

- Act as the first and second line of support for staff and students, responding to service desk tickets, triaging issues, and delivering in-person support.
- Install, configure, and maintain devices, software, and infrastructure, including support for Microsoft 365, Teams, SharePoint, Intune, Entra ID, AV, and telephony systems.
- Monitor and maintain IT systems to ensure optimal performance, escalating issues appropriately and documenting key actions.
- Support induction and onboarding of new users by provisioning accounts, issuing devices, and offering technical guidance.

Health, Safety and System Security

- Follow all trust policies relating to health and safety, data security, and safeguarding.
- Maintain clean, safe, and well-organised technician and server spaces.
- Identify and report any risks or faults in line with established procedures.
- Handle all sensitive data appropriately, ensuring compliance with GDPR and school policies.

Management of Resources and Relationships

- Maintain accurate IT asset registers and stock levels for consumables and peripherals.
- Liaise with third-party suppliers and warranty providers to manage repairs and equipment servicing.
- Support the efficient use of school and trust resources through careful maintenance and technical advice.
- Promote positive working relationships with all stakeholders, modelling professional standards and responsiveness.

Professional Development

- Engage actively in professional development and continuing professional development opportunities provided by the Trust.
- Participate in regular performance review and appraisal processes.
- Share knowledge and experience with peers to contribute to wider team development.

Communication

- Communicate effectively and respectfully with staff, students, visitors, and external contacts.
- Provide timely updates to the Trust IT Support Lead and contribute to service desk documentation.
- Work collaboratively with colleagues across schools, sharing expertise and offering support in areas of strength.

Other

- Be permanently based at one school, with occasional deployment to other sites as required to support absence, project work, or wider trust needs.
- Undertake any other reasonable duties appropriate to the role and grade, as directed by the Trust IT Support Lead or other senior staff.
- This job description may be amended, following consultation, to reflect evolving needs of the Trust and role. Any changes will remain commensurate with the grade and title of the post.

All staff at the Bishop Fraser Trust will:

- Seek to be positive and build up the common good through their own individual contribution to the life of their school.
- Offer ideas and suggestions for making things better.
- Engage actively in the appraisal and performance review process.
- Seek to develop a better work/life balance.
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description.
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

If appointed, the successful applicant must be aware that the principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required.

This job description is current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

Last Updated:

June 2025

Person Specification

Categories	Essential / Desirable
Professional values and practices of The Bishop Fraser Trust	
Ability to build and maintain successful relationships with students, treat them consistently with respect and consideration and demonstrate concern for their development as learners.	E
Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work.	E
Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.	E
Able to liaise sensitively and effectively with parents and carers, recognising their role in student learning.	E
Able to improve their own practice through evaluations and discussions with colleagues.	E
Flexible, with an ability to be able to embrace and generate change.	E
Personal Qualities	
Self-motivated and personally resilient.	E
High levels of personal integrity, discretion, honesty, reliability and self-awareness.	E
Conscientious and diligent work ethic.	E
High standard of personal presentation with an excellent attendance and time-keeping record.	E
Exacting standards, with high levels of attention to detail and accuracy.	E
Patience, kindness and understanding.	E
Professional Dispositions	
Pro-active in using initiative.	E
The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focusing on meeting customer needs and satisfaction.	E
Maintains a positive outlook at work.	E
Willingness to take a hands-on approach as necessary.	E
Flexibility to work flexibly when required, including occasional out-of-hours events.	E
Qualifications	
5 GCSEs or equivalent A*-C, including Maths and English at C grade (Grade 4) or higher	E
Relevant Level 3 IT qualification (e.g., CompTIA A+, NVQ, BTEC) or equivalent, or higher	E
Track record of IT service delivery in a school or other demanding, user-focused environment	E
Evidence of ongoing professional development.	E
Willingness to participate in relevant training and development opportunities	E
An awareness and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding.	E

Categories	Essential / Desirable
Current vendor certifications (e.g., Microsoft 365, Intune) or demonstrable equivalent experience	D
Leadership and Management	
Ability to develop others and motivate staff to drive outcomes for all.	D
Evidence of helping to produce development plans.	D
Evidence of improving and sustaining achievement and progress for all.	D
Experience	
Experience using helpdesk/ticketing systems and documenting resolution steps	E
Experience providing technical support for AV, telephony, and access control systems	D
Skills and Knowledge	
An understanding of Microsoft 365, Entra ID, Intune, and modern endpoint management	E
Confidence in diagnosing and resolving a wide range of hardware and software issues	E
Confidence in supporting users of Microsoft 365 tools in an educational or customer-focused environment	E
Able to deliver clear advice and guidance to non-technical users	E
Understands how to maintain and update IT asset registers and inventories	E
Able to work independently, manage priorities and recognise when to escalate	E
Ability to maintain high standards of confidentiality, data protection and digital safety	E
Willing to support trust-wide events and projects, occasionally at other schools	E
Able to safely handle and move IT equipment (manual handling awareness)	E
Familiar with network equipment (switches, routers, Wi-Fi, cabling standards)	D
Knowledge of legacy systems including Active Directory and Group Policy	D
Safeguarding of Children and Young People	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	E