**Job Description**

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| **Job Title:** | Head of Platform | **Department/Group:** | IT |
| **Level/Salary Range:** | Grade I SCP 31 – 35£40,476 - £44,711 | **Reporting to:** | Chief Information and Security Compliance Officer (CISCO) |
| **Contract term:** | All Year round (with annual leave of 25 days (increasing to 28 days with continuous local authority/school/trust service) + 8 bank holidays | **Hours per week:** | 37 hours |
| **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.* |
| **Main Objectives of Role:** |
| The Head of Platform oversees the delivery of IT services across all school and trust sites, ensuring alignment with both educational and operational goals. This role places equal emphasis on empowering teaching and learning, managing IT platforms, and delivering innovative solutions that support modern and creative ways of working. Collaborating with other IT leaders to ensure seamless integration of services with underlying infrastructure, this role will focus on developing IT strategies that enhance the classroom experience, empower staff with cutting-edge tools, and promote digital fluency amongst staff and pupils. The role will also lead the implementation of IT systems and processes that improve efficiency and support user satisfaction by both managing ITSM tools to enhance service delivery and through the development and delivery of user training programsThis position demands strong interpersonal skills, the ability to drive cultural and technological change, and a commitment to fostering a user-centric IT environment.  |
| **Job Description:** |
| 1. **Educational and Workforce Innovation**
* Act as a bridge between IT and teaching teams, driving technology solutions that support effective curriculum delivery.
* Lead initiatives to modernise IT practices across the Trust, promoting creative and collaborative digital tools for staff and pupils.
* Develop training programs and resources to help staff embrace new technologies and adapt to innovative ways of working.
* Identify opportunities to introduce tools that enhance pupil engagement and digital skills.
1. **Platform Management and Support**
* Oversee IT platform development and maintenance, ensuring alignment with educational priorities and operational requirements.
* Manage the trust's IT support services, ensuring high-quality, timely resolutions to issues across all sites.
* Administer and optimise Microsoft tenancy platforms, focusing on seamless collaboration and secure access for all users.
* Maintain a comprehensive IT service catalogue, ensuring users can easily access and understand available support services.
1. **Stakeholder and User Engagement**
* Engage with school leaders, teachers, and administrative staff to understand their needs and provide tailored IT solutions.
* Organise regular forums and feedback sessions to align IT strategies with user expectations.
* Communicate effectively with stakeholders about new initiatives, system changes, and service updates.
1. **Strategic Leadership and Collaboration**
* Collaborate with IT leadership to develop and implement forward-thinking digital strategies and integrate IT services with network infrastructure.
* Lead the Cloud-First migration efforts, ensuring Trust systems remain secure, scalable, and user-friendly.
* Manage IT projects across multiple sites, ensuring timely delivery, consistency, and adherence to budget and scope.
* Coordinate with vendors and external partners to ensure successful project execution and alignment with strategic objectives.
* Foster a collaborative environment within the IT team, promoting knowledge sharing, innovation, and teamwork.
* Liaise with other departments to ensure IT services align with overall trust needs and strategic priorities.
1. **Process Improvement**
* Streamline IT processes using best practices such as ITIL or Lean, ensuring consistency and quality in service delivery.
* Maintain comprehensive documentation for all IT service management processes and conduct regular audits to identify inefficiencies.
* Implement automation tools to streamline service management processes and reduce manual effort.
1. **Resource and Vendor Management**
* Lead the IT team with a focus on professional development and collaborative problem-solving.
* Manage vendor relationships, ensuring high standards of service and alignment with trust policies.
* Oversee IT budgets and resource allocation, ensuring cost-effectiveness while meeting operational demands.
1. **Documentation and Reporting**
* Maintain accurate documentation for cloud infrastructure, support processes, and IT services.
* Create regular reports on cloud performance, support service metrics, and overall IT service delivery.
* Develop and update a knowledge base for IT staff and prepare comprehensive reports on cloud capacity and future needs.
* Provide detailed incident reports for major outages and security breaches.
* Document all platform processes and procedures to ensure clear and accessible information.
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| **All staff at the Bishop Fraser Trust are expected to:** |
| * uphold and promote the Trust’s vision
* uphold and promote the Christian ethos of all schools in 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
* 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:** | November 2024 |

Signed: Date:

Name: 

**Person Specification**

|  | **Trust IT Platform and Support Manager Person Specification** **CRITERIA** | **Essential / Desirable** |
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| **Work related circumstances – professional values and practices of The Bishop Fraser Trust** | High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements | E |
| Demonstrates a commitment to driving innovation in IT to enhance teaching, learning, and operational efficiency. | E |
| 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 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 discussion with colleagues. | E |
| Flexible with an ability to be able to embrace and generate change | E |
| **Personal Qualities** | Self-motivated and personally resilient | E |
| Strong interpersonal skills with the ability to inspire and support staff at all levels to adopt innovative technologies. | E |
| A collaborative mindset, fostering partnerships between IT, teaching, and administrative teams. | 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 |
| Ability to work with a minimum of supervision | E |
| To be able to initiate opportunities for self and others and to find solutions to ensure tasks are completed within specified timeframes | E |
| Ability to maintain complete confidentiality | E |
| **Professional Dispositions**  | Pro-active in using initiative  | E |
| Demonstrates creativity and flexibility in developing IT solutions tailored to educational needs. | D |
| The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focussed 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, on occasions and within reason, in approach to working hours | E |
| **Qualifications** | Qualified Microsoft MCP Windows Server 2012 or higher (or relevant experience and willingness to train for such a qualification) | D |
| Qualified CISCO CCNA (or relevant experience and willingness to train for such a qualification) | D |
| Certifications in Microsoft 365 (e.g., Microsoft Certified: Modern Desktop Administrator or Microsoft Certified: Teams Administrator Associate) | D |
| 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 |
| **Experience** | Effective use of IT and other specialist equipment/resources | E |
| Proven experience in implementing digital solutions that improve teaching and learning outcomes. | D |
| Demonstrated success in managing cloud-based services and unified platforms in a multi-site organization. | D |
| Experience leading IT training programs or workshops for non-technical users, especially educators. | E |
| Experience of Microsoft 365 e.g., Exchange Online, Azure AD, SharePoint, One Drive and Teams | E |
| Experience of backup software e.g., Veeam | D |
| Experience of IT System installation, configuration, and basic hardware maintenance. | E |
| Experience in supporting Windows Operating systems, including Desktop and Server editions. | E |
| Experience in IT System installation, configuration, and essential hardware maintenance. | E |
| Line management experience | E |
| Experience working within a school or similar environment | D |
| Knowledge of a Windows scripting language, e.g., PowerShell or VBScript  | D |
| Experience with MIS systems, in particular, SIMS.net | D |
| Experience with SQL Server 2014 onwards | D |
| Experience with IT systems used within schools | D |
| Experience in VPN setup, management, and maintenance. | D |
| **Skills and Knowledge** | Knowledge of operating system deployment technologies e.g., Microsoft Deployment Toolkit (MDT) or WDS | E |
| Knowledge of enterprise wireless networks | E |
| Skilled in gathering user feedback to improve IT systems and drive user satisfaction. | E |
| Ability to identify and implement IT solutions that enhance classroom experiences and digital fluency among pupils and staff. | E |
| A good understanding of the legal, security and moral issues relating to the use of IT within schools | E |
| Full working knowledge of relevant policies/codes of practice/legislation | E |
| Advanced IT skills, in particular in Microsoft Office to support end users | E |
| Ability to diagnose and repair hardware faults in IT equipment | E |
| Knowledge of virtualisation platforms e.g., Microsoft Hyper-V | E |
| **Safeguarding of Children and Young People** | Ability to form and maintain appropriate relationships and personal boundaries with children and young people | E |

