

# IT Technician

For Autumn 2020  
Candidate Information Pack



---

Welcome from the Chief Operating Officer	3
Departmental Overview	4
Job Description – IT Technician	5
Person Specification – IT Technician	7
Application Procedure	8
Appendix 1 FOLIO Introduction to Folio schools from the Chief Executive Officer	9
Appendix 2 FOLIO Trust Schools	10
Appendix 3 Folio Education Trust, Values and Aims	11

---

**We believe in  
ourselves.  
We believe in each  
other.**

## Welcome from the Chief Operating Officer



**Dear Candidate,**

Thank you for your interest in working for the Information Technology team based across our 4 Folio Education Trust schools.

The IT function forms a critical element of our Shared Services model, which is in place to serve all four Schools within the Trust, as well as the Croydon School Sports Partnership. The overall aim is providing a service that listens to and understands the needs of people being served, anticipates how these needs will change and acts promptly to deliver. Other Shared Services include Finance, Estates, Catering, HR, Marketing and Compliance.

We work closely with the Headteachers of each school to ensure to we are continuously progressing against our goals in each department and we measure performance against specific metrics.

As we grow our IT team will have to adapt to new challenges across our different sites, not least as we get closer to moving into our brand new facility at Coombe Wood School in late 2020. This is a very exciting opportunity for everybody involved with Folio and it is critical that the IT team facilitates a smooth entry to the permanent building. Growth guaranteed over the next 3 years ensures that successful candidates will have the opportunity to progress in their role and career. Our aim to develop a strong team with a variety of skills that is able to support one another across all the sites, to ensure that we successfully and efficiently manage our security and IT provision.

If you enjoy variety in your working day, are skilled in the above areas, diligent, organised and will commit to what Folio Shared Services is trying to achieve then we would love to hear from you.

**Mr Oliver Blackburn**

Chief Operations Officer  
Folio Education Trust



## The IT Provision

Our IT Team aims to provide a seamless and fast user experience, whilst delivering innovative and scalable teaching solutions. Members of the team can be deployed across our 4 schools and roles are varied and carry different levels of responsibility. The schools vary in age, design and size, further details below, so giving a variety of learning environments across the locations.

Health and Safety is a very important aspect of these roles; we provide necessary training in this and other areas and offer opportunities for professional development.

We work hard to develop our IT facilities in order to ensure the curriculum can be delivered effectively, systems designed, data can be captured, diagnostics run, outcomes analysed and reported in timely and efficient methods. Hardware and software solutions need to be found swiftly and delivered on-site.

Naturally the IT function has involvement in supporting our other operational functions, including Finance, Estates and Catering.

## Job Description – IT Technician

**The IT Technician will have responsibility to support the IT team in their service to the education of young people across four schools and the Central Services Team.**

The focus of the role is ensuring high standards of IT provision and support, safety and maintenance at the school sites, to assist with the smooth, efficient running of the four Schools.

### Grade & Salary Range

**Grade 4 NJC scale, Point range 8-10**

### Contract & Working Pattern

Permanent Full Time contract (not just Term Time) 36 hours per week

This role involves frequent movement across multiple sites, potentially on a daily basis.

### Responsible to:

The Chief Operating Officer (COO) & Strategic Network IT Manager.

### Responsibilities of the role:

Overall to assist with technical delivery of the IT service provision, which (as a field –based role) may involve frequent travel to work across any of our sites to meet with requirements.

- This is a field-based role involving frequent travel between school sites, probably on a daily basis.
- To provide high-quality technical support, advice and guidance to the staff and students.
- To ensure that all incidents and service requests are logged, investigated and resolved (or escalated where appropriate) within the target time frames as dictated by the associated SLA.
- To retain ownership of the incident and service request tickets and ensure that staff are regularly informed of the status of their incident or service request.
- To identify, implement and document workarounds for problems within the Knowledge Base.
- To deploy and maintain PCs, Laptops, Tablets and other peripheral equipment such as VoIP telephones, printers, interactive whiteboards and projectors, ensuring that this hardware is regularly tested and ready for use when required.
- To install and test new software and software updates, ensuring compliance with software licensing regulations at all times.

- To help maintain the network infrastructure (cabling, patch panels, routers, switches) and associated documentation.
- To set up AV system for use by staff as requested through the Helpdesk.
- To ensure that all systems documentation is maintained and updated as required including the IT Inventory.

### Effective Day to Day Management:

- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- All members of the IT team are expected to support and compliment the work of one another to ensure the efficient working of the schools
- Maintain high quality working relationships with staff that contribute to creating a productive and happy working environment
- To ensure compliance with the school's Health and safety policy and the current Health and Safety regulations
- The post holder will be expected to carry out all duties in the context of and in compliance with all Trust's policies and procedures and in compliance with our Equal Opportunities Policies and Code of Conduct.

### Other duties

- Participate in training and other learning activities as required
- Attend and participate in regular meetings
- Perform all other reasonable requests as required within the grading of your post
- Respect confidentiality at all times.

### Outcomes

Folio Education Trust teaching and non-teaching staff will work closely together across many different areas of the schools to ensure the best possible learning experiences for our students.

The IT Technician's role helps the smooth and efficient running of the schools to support raising student motivation, aspiration and achievement, improving behaviour and contributing to a wide range of school objectives within the School Development Plans (SDP).

Alignment with our ethos and our core values is expected at all times.



# Person Specification – IT Technician

Criteria	Essential	Desirable
<b>Education &amp; Qualifications:</b>		
Educated up to A Level		X
English, Maths GCSE (or equivalent) at Grade C or above	X	
Relevant IT qualification (MCSE / CNA etc)		X
FITS / ITIL qualification		X
<b>Skills , Knowledge &amp; Experience</b>		
Good general understanding of computer hardware, software and troubleshooting	X	
Basic knowledge of computer networking	X	
Experience gained in a busy and comparable IT support role		X
Administration of Google G Suite or similar cloud technologies		X
Windows AD users and computers, GPO, DNS and DHCP		X
Managing IP based telephony systems		X
Research and Development methodologies	X	
Ability to carry and move IT equipment (relevant training will be given)	X	
Ability to climb ladders to carry out IT maintenance tasks (relevant training will be given)	X	
Ability to travel using own transportation between the various Folio site schools (clean driving licence preferred)	X	
<b>Personal Qualities</b>		
Show an understanding of safeguarding responsibilities and the need to work within the School's Child Protection Policy		
Willing to undertake and commitment to continuing professional development		
Self-motivated, have a can do attitude and a strong commitment to team-work		
Appreciation of the issues of confidentiality and adherence to data protection regulations		
Ability to form good working relationships with students and colleagues and work as part of a team		
Good oral and written communication skills will enable you to confidently deal with all levels of stakeholders and internal colleagues including 3rd party suppliers		
Excellent troubleshooting skills, backed by a clear, analytical approach to problem solving		
Good organisational and time management skills and the ability to to handle the various pressures and demands associated with working in a customer-focussed IT-support role.		
Innovative, adaptable and flexibility in working practices and the ability to handle various pressures and demands associated with working in a customer –focussed IT support role.		
Ability to use initiative		
A high degree of professionalism in your approach to work and tasks set		
Willingness to work outside of normal hours and across sites to complete tasks where necessary to avoid downtime		
Present a good role model for students		
A good sense of humour		

# Application Procedure



For a confidential discussion on current IT vacancies please contact [itdepartment@foliotrust.uk](mailto:itdepartment@foliotrust.uk)

Please complete the Trust's application form – available for download at <http://www.folio-education.co.uk/Current-Employment-Opportunities> and return to [careers@cws.foliotrust.uk](mailto:careers@cws.foliotrust.uk)

In compliance with Safer Recruitment Guidelines CVs will not be accepted.

Closing date: as advertised

Interviews: as advertised

*Shortlisted candidates will be contacted with details of the interview process. If you have not heard from us within two weeks of the closing date, please assume your application has been unsuccessful.*

## Safer Recruitment

Folio Education Trust is an equal opportunities employer and welcomes applications from all sectors of the community. We are committed to protecting our students and staff and therefore have a rigorous recruitment process which includes assessing candidates' suitability to work with children. All staff will be required to hold an enhanced DBS Disclosure.

## Equal Opportunities

At Folio Education Trust we believe that all individuals are of equal value and we are committed to equal opportunities for all. All people who work and study in the school have the right to be respected and valued within a safe and secure environment and not to be discriminated against on the grounds of age, class, sex, race, disability, sexual orientation and religion or belief.

The Candidate Privacy Notice can be viewed on the website at:

<http://www.folio-education.co.uk/Current-Employment-Opportunities>

The schools within Folio Education Trust are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



# Appendix 1 FOLIO

## Introduction to Folio schools from the Chief Executive Officer



**Dear Candidate,**

I am delighted that you are interested in joining the IT team at Folio Education Trust and its constituent schools.

Our Multi Academy Trust (MAT) has two secondary and two primary schools, and currently supports approximately 2500 students and 250 staff. In the next five years, we intend to double the current numbers. Our IT team will form part of a professional operation supporting current schools and within that expansion, broadening the reach of our shared services and ensuring that the service provision is something that new partners will want to join.

Over the past year this successful 4-school, cross-phase, multi-academy trust (MAT) in South London has been on an exciting journey including starting the building of a brand new secondary phase school in South Croydon, costing £35M and heading towards completion at the end of 2020.

We are committed to delivering educational provision and supporting the health and well-being of learners from Early Years through to the end of the Sixth Form, and as such require our learning environments to be fit for purpose and provide quality facilities.

If you have it in you to be entrepreneurial and use your qualifications, background and experience to contribute to Folio's aim to enhance the life chances of young people, then read on and we look forward to receiving your application.

**Mr Jonathan Wilden**

Chief Executive Officer  
Folio Education Trust

## Appendix 2 FOLIO Trust Schools

Name & acronym	Type of school Numbers	Brief outline of the school	Description of Facilities	Numbers of staff and pupils
Wallington County Grammar School WCGS	Secondary 11-18 Grammar, Selective boys school with mixed Sixth Form	Founded in 1927, graded 'outstanding' by Ofsted in January 2017, aims to blend best of tradition with innovation. High performing school.	Mix of character Edwardian buildings, modernised and refurbished, and state of the art facilities including Physics labs and Drama studio. All set in 9 acres of parkland with sports facilities and dedicated sports hall.	132 staff (63 teachers) 1,095 students
Park Hill Junior School PHJS	Junior 7-11 South Croydon 3 form entry	Opened in 1968, now a successful, oversubscribed Junior School, rated 'Good' by Ofsted, broad range of ethnicity among pupils.	Purpose built school with sports field, multi surface games area, trim trail etc. Major refurbishment completed recently and further project to come as part of PSBP expected in 2019/2020.	56 staff (18 teachers) 366 pupils
St Peter's Primary School SPPS	Primary 4-11 South Croydon 2 form entry	Opened in 1952. Co-headship in place, curriculum based on international model. Variety of ethnic backgrounds.	Mix of original and recently added accommodation in an urban site with several hard core play areas but limited green space.	70 staff (26 teachers) 415 pupils
Coombe Wood School CWS	Secondary 11-18 Comprehensive South Croydon	Three cohorts from September 20: curriculum is underpinned by Health Related Fitness core ethos and values.	Currently in temporary buildings with limited facilities. Brand new school buildings being constructed on 30 acre parkland site opening late 2020	20-21 56 staff (34 teachers) 540 students
Folio Education Trust Central Team	Central Team	Senior team, shared services including Finance, HR, IT, Marketing, some catering & sports partnership staff	Mostly based at WCGS but many work on a flexible basis across the locations.	30 staff

There is a Central Team of Folio Trust employees, the majority of whom are currently based at WCGS but others are located across the schools and work on a hot desk arrangement. The expectation is that most staff will have a base in the final new building at Coombe Wood School towards the end of 2020.

The Trust was created through an academy conversion of Wallington County Grammar School and granted Single Academy Trust status in April 2011. As two primary schools were brought into the Trust in April 2017, this coincided with the change to Multi Academy Trust (MAT) status and the Trust sponsored the development of the new Free School, Coombe Wood School, which opened in temporary accommodation in September 2018. Building the £35m new building on the same site in South Croydon is underway and the expectation is that this will be ready for occupancy later during 2020.

# Appendix 3

## Folio Education Trust, Values and Aims

### *What do we believe as an organisation?*

We believe in the power of collaboration and the importance of developing schools who instil ambition and the desire in every staff member and every young person to discover and achieve their personal best, overcoming any challenge they may face. The Trust is committed to the pursuit of excellence, with young people at the heart of everything we do and personal wellbeing prioritised at every stage. We believe in ourselves. We believe in each other.

### *Our Mission and Purpose – why do we exist?*

To provide inspiring and safe places to learn, where young people are respected, their talents nurtured and where they are able to thrive. Folio Schools offer young people the best chance to lead happy, healthy lives and to be responsible, active citizens.

In Folio Schools;

Young people are healthy and happy.

Young people feel safe.

Young people have good relationships.

Young people become active and involved in school life and the wider world.

### *Our Vision and Goals – where will we be by 2025?*

By 2025, we aim to establish a wider family of collaborative Primary and Secondary Schools supporting over 5,000 young people and 500 staff all working towards the following outcomes;

- Goal #1 - We will deliver outstanding educational standards across all Folio Schools ensuring we have the capacity to create a sustainable and collaborative model of school improvement which continually evaluates, develops and celebrates success.
- Goal #2 - We will recognise the rights of all young people ensuring that daily school life gives children the best chance to lead happy, healthy lives and the opportunity to become responsible, active citizens.
- Goal #3 - We will be an employer of choice, providing good people management, transformational leadership and opportunities for all staff to fulfil their potential. We will recognise the importance of investing in staff and focussing upon people's well-being.
- Goal #4 - We will provide a shared services model for all Folio Schools which listens, understands and anticipates the needs of the people that are being served. Through a process of identifying and mitigating risks we will deliver excellent value for money and efficient resource management.



**We Believe in  
ourselves  
We Believe in  
each other**