



MALVERN ST JAMES

Girls' School

IT MANAGER

£35,000 - £40,000 pa (depending upon experience)

Permanent

Full-Time





MALVERN ST JAMES LTD

Malvern St James is a leading boarding and day School for girls between the ages of 4 and 19. There are approximately 400 pupils split equally between boarders and day girls.

The School is located in the heart of Malvern in Worcestershire. Only two hours from London and one hour from Birmingham, the School has excellent transport links, with Great Malvern station situated just opposite the main School building. The MSJ bus service covers five counties to pick up and return girls each day.

Aspiration, personal development and achievement lie at the heart of the School and each pupil is treated as an individual. Our aim is to promote excellence and innovation in teaching and learning throughout the School. Our commitment is to provide each girl with the challenges and support offered by a bespoke education which will allow her to develop her talents, character and academic abilities to the full. We prepare girls for the most competitive UK and international universities and pathways. In addition, we aim to foster and encourage a wide range of extra-curricular interests. This individual emphasis is complemented with teamwork and a sense of collective responsibility. We offer pupils full, weekly and flexible boarding and day places, allowing both parents and daughters to choose the option that is right for them. Prep. girls arrive from 7.45am each day and an After-School Club provides free supervision until 6.00pm each day. This enables all the girls in MSJ Prep and the Senior school to participate in the busy activities programme or supervised homework sessions.

Girls benefit from first class facilities which include an award-winning Science and Mathematics Centre which has been expanded to provide greater laboratory space and Mathematics teaching space, a Drama Studio, four ICT suites and a multi-media Language Laboratory. Our Sports Hall continues to expand both its facilities and services offered to the girls and staff for personal training and fitness. The School has a dedicated Sixth Form Centre for Day Girls and Boarders featuring a lively Café Culture recreational area.

MSJ offers a range of boarding options (ages 7 – 18) to fit in with the demands of modern family life and girls can choose from full, weekly, or flexi-boarding. Ofsted recognised the exceptional standard of boarding with an 'Outstanding' inspection judgement, which extends to all areas of Malvern St James, Greenslade, the Year 13 Sixth Form Boarding House has recently been transformed with an extensive, highly contemporary, refurbishment programme to provide a transition house for university and there are plans to continue this programme of improvements within boarding. There are also further exciting projects to enhance Teaching and Learning.

Malvern St James also received the highest rating of 'EXCELLENT' in the ISI's Educational Quality Inspection in May 2017.

We offer staff who come to work at the School:

- the opportunity to work with highly motivated staff and talented pupils
- commitment to your professional development
- convenient location in Malvern with excellent transport links
- competitive salary



JOB DESCRIPTION

Job Title: IT Manager

Reporting to: Director of Operations and Compliance

An opportunity has arisen for a dynamic and driven individual to join MSJ to lead the IT team through an exciting period of change. Working directly to the Director of Operations and Compliance, the IT Manager will be responsible for managing the IT infrastructure and MIS across the School estate, Cyber Security, Data Governance and providing advice to support the development of strategy across business.

The post holder will have a broad knowledge of relevant and current technology and associated policy issues to drive forward the IT development of the School, whilst having a hands-on approach. The post holder will be required to promote technical skills development and professional IT working practices.

Main Duties and Responsibilities

- To be operationally responsible for the on-premises physical infrastructure covering data and telecommunications networks, server and storage systems, and user devices across the School.
 - Providing day-to-day IT support to pupils and staff, effectively handling ticket requests being received by the IT service desk.
 - Perform installations, maintenance, upgrades, and repairs as necessary to all IT hardware.
- Ensuring management is undertaken to the agreed standard and aligned with the School's information security management policies and that appropriate licences and support are in place for the various services.
- To be responsible for the IT Departments Business Continuity and Disaster Recovery plan, including appropriate testing of the technical solutions in place to support the plan.
- To set system management principles and standards.
- To take responsibility for the delivery of specific projects that upgrade the infrastructure service including commissioning new services.
- To lead on all aspects of the IT Operations, Infrastructure, Application and Data activities including resource planning, customer-focused response to requirements and ensuring the performance of the services constantly meet the required standards.
- To lead IT incident responses.
- To lead IT change management process and its application.
- To participate in School working groups as required.
- To encourage innovation within the IT department and contribute ideas to ensure continuous improvement of IT support to Teaching and Learning.
- Manage time flexibly in order of support staffing shortfalls.
- Monitor national and international developments and regulations in areas of responsibility.
- Enable cross School working by ensuring communications between locations.
- To be responsible for ensuring compliance with the Data Protection Act 1998, GDPR and all School policies and procedures in relation to the handling of personal data.

All school staff are expected to:

- a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- b. Support and contribute to the School's responsibility for safeguarding students

- c. Regularly review own practice, set personal development targets, and take responsibility for own continuous professional development.
- d. Work within the School's health and safety policy to ensure a safe working environment for staff, students, and visitors
- e. Work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective.
- f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents, and colleagues.
- g. Engage actively in the performance review process.
- h. Adhere to policies as set out in the Staff Handbook/Teacher Standards and Regulations
- i. Undertake other reasonable duties related to the job purpose required from time to time
- j. Adhere to School Safeguarding and Child Protection Policies.

Person Specification

The successful candidate will demonstrate the following attributes: -

Requirement	Essential	Desirable
Educational attainment	<ul style="list-style-type: none"> • A relevant degree or equivalent qualification, or relevant professional experience 	<ul style="list-style-type: none"> • Membership of a relevant institute or society
Knowledge	<ul style="list-style-type: none"> • Proven peer leadership within an organisation and ability to influence senior stakeholders • Broad knowledge of IT infrastructure technologies and technical direction • Expert knowledge in MS Office365 Server Administration • Expert knowledge of relevant legislation • Knowledge of network fundamentals including DHCP, DNS and VLANs 	<ul style="list-style-type: none"> • Experience of working in the education sector • An understanding and commitment to adhering to school policy on safeguarding
Experience	<ul style="list-style-type: none"> • Experience in leading, managing and developing teams of IT staff • Experience in project and change management with a successful track record of delivering IT enabled change projects • Experience using Microsoft Windows OS and Office Suite as well as cloud-based services, including Office 365 and G Suite • Experience in IT contract management and developing supplier partnerships 	<ul style="list-style-type: none"> • Experience of managing MIS (ISAMS)

	<ul style="list-style-type: none"> • Active Directory and Group Policy • Experience using Mobile Device Management (MDM) 	
Skills and aptitudes	<ul style="list-style-type: none"> • Ability to take the initiative and to organise and prioritise work effectively at scale and pace • Ability to deliver outcomes, overcoming obstacles and demonstrating proactive risk management • Ability to present technical problems and opportunities to senior, non-technical audiences 	
Personal Qualities	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Proven leadership and motivating • Excellent IT skills 	

GENERAL REQUIREMENTS

Malvern St James is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

This job description is a guide to the work the post holder will be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected that the post holder and his/her manager will regularly review the job description as part of the appraisal process. Where appropriate, an agreed amended job description will be produced or explicitly authorised by the Human Resources department.

APPLICATIONS

The completed application form, which must include all dates of previous employment and give reasons for any gaps in employment, an accompanying CV, together with a covering letter addressed to the Headmistress, should be returned to HR Department, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to recruitment@malvernstjames.co.uk

A CV will not be accepted instead of a completed application form. The personal statement within the application form should set out why you consider yourself a suitable candidate for the post citing relevant experience, previous achievements and your vision for this role. The statement should not repeat the contents of the covering letter.

References of shortlisted candidates will normally be taken up before interview. Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory DBS checking.

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BENEFITS OF WORKING AT MALVERN ST JAMES GIRLS' SCHOOL

Malvern St James Girls' School prides itself on its warm, friendly and welcoming environment where all staff are encouraged to play a part in a successful and supportive community.

Pay

We offer a competitive salary, considering previous experience and relative skills and abilities.

Pension Scheme

After completing three months' employment with Malvern St James, Support Staff will automatically be enrolled into our Pension scheme, to which the School also contributes, this is subject to satisfying certain eligibility criteria and subject to the rules of such scheme as amended from time to time.

Death in Service Cover.

Sport

MSJ Sports & Fitness Centre promotes flexibility as a key attribute to create fitter, healthier employees. Discounted membership for staff includes gym and swim and a wide range of classes. Membership contributions are taken by direct debit.

The Sports Club provides many activities for members. These include a wide range of sports, organised tours and regular competitions.

Other benefits include:

- **Fee remission**
- **Lunch provided**
- **Onsite Pavilion Café**
- **Access to Massage**
- **Access to Reflexology**

