



Warden Park Academy Trust

Technical Manager ICT (Digital Services)

Information for Prospective Candidates



Warden Park
'The Best From All'



Warden Park

'The Best From All'

Headteacher: Jonathan Morris, BA (Hons) NPQH

Dear Potential Candidates,

Thanks for your interest in this post. We are at an exciting point of Warden Park's development! I have recently come into post in January 2014 as Headteacher of the Secondary Academy and Chief Executive Officer of the Warden Park Academy Trust which includes Warden Park Primary Academy in Haywards Heath. This post relates to the Secondary Academy, however there are always the opportunities for shared and collaborative working across the phases.

Warden Park has made a strategic commitment to digital learning and has introduced iPads to staff and all students. This is a major project for future learning and teaching. Devices are used routinely by students in years 7-10 and there is evidence that learning been enhanced.

Warden Park Secondary Academy is a significantly over-subscribed school demonstrating the high regard with which it is held in the local community. The students are generally above average ability on intake although the school incorporates an SSC with capacity for 18 statemented students. The vast, vast majority of students are committed and hard-working and it is in no doubt that this is a very "pleasant" place to teach!

Of course, the demographics mean that parents have appropriately high aspirations for their children. In truth many departments deliver excellent results although the headline of 69% A*-C including English and Maths is not nearly good enough! Within two years I expect this figure to be "pushing" 90% and this new position is crucial to recognising this vision.

The following is indicative rather than exhaustive.

JOB DESCRIPTION

JOB TITLE:	TECHNICAL MANAGER (ICT-Digital Services)	GRADE: WPAT GRADE 7- 8
REPORTS TO:	DIRECTOR OF DIGITAL SERVICES & E-LEARNING	SALARY: £20,604-26,804 Full time
WORKING WITH:	DIGITAL SERVICES TEAM, STAFF, STUDENTS AND VISITORS	
DEPARTMENT:	DIGITAL SERVICES	

HOURS: This role requires flexible working around the normal Academy day with some occasional evening work.

GRADE: Grade and starting salary is subject to experience and knowledge

PURPOSE OF THE JOB

The Digital Services department supports the full range of academic and other events delivered at Warden Park. These include teaching and learning, pastoral and external lettings/event work. This post will have a key role to support and manage systems which are essential to all users' digital experience over the Trust. The role is there to ensure minimum disruption or discontinuation of all digital systems and services. It also involves the provision of technical and customer service support to the digital learning communication systems in order to meet the needs of the Academy Trust, its staff and learners.

Main responsibilities

- Management and maintenance of Servers including AD and group policy
- Repairs to ICT hardware and associated peripherals across a wide range of old and new technologies.
- Constructing, configuring and installing new computers.
- Maintenance of equipment and software inventories.
- Installing and maintaining software packages
- Carrying out diagnostic testing of services and equipment.
- Ensuring, as far as is reasonably practical, the security and electrical safety of ICT equipment.
- Supporting all Digital Services Department's events and projects, providing technical advice to colleagues prior to events, organising equipment including operational and technical support, ensuring all requirements and customer expectations are met.
- Providing hardware and software technical support, including higher level diagnostic support to Digital Services colleagues and instruction to teachers, support staff and students.
- Supporting the development, implementation and continual improvement of cross-trust digital learning and new technologies (including iPads) in order to deliver a high quality provision that has a measurable impact on teaching, learning and support services.
- Administering and providing support services (for major Academy events this may involve some occasional evening working).
- Providing hardware and software support service for Warden Park Primary in Haywards Heath or other local schools as appropriate.
- Responsibility for the advancement of technical improvements to ensure the Academy remains up-to-date within available resources. This could include supporting the purchasing/repair/hiring of equipment.
- Participating in and delivering training opportunities and on the job training.

Knowledge and experience

- Understanding of copyright, and data protection legislation.
- Awareness of accessibility in relation to online learning and VLE and digital work.
- Knowledge of Health, Safety and Environmental legislation and best practice would be a distinct advantage.
- Understanding of secondary and/or primary education systems, processes and cycles would be an advantage.
- Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate
- Demonstrate continuous development by acquiring relevant skills and competencies.
- Commitment to continuing professional development and evaluation of practice.
- Maintain an up-to-date awareness of changing external requirements and new developments in Digital environment
- Recognising potential implications for the Trust/department and ensuring the department responds proactively and in a timely fashion to changes
- Undertake relevant staff development as organised by WPAT

Knowledge and Experience – Job Specific

- Experience of Server management including practical knowledge of AD and group policy
- Experience of administration of user accounts and digital systems
- Project management related to installation and refreshment of digital services and equipment
- Apple specific user systems such as iTunes U, Apple ID, VPP
- Knowledge and experience of administering a Digital learning platform such as Moodle
- Technical expertise in MS-Windows and PC applications, PC hardware maintenance, software installation, PC upgrades, connecting and maintaining peripherals i.e. maintaining and installing printers and scanners.
- Ability to learn about specialist software

- An awareness of Health and Safety legislation particularly in relation to IT or AV equipment
- Knowledge of regulatory requirements such as PAT testing.

Communication

- Communicate (in both informal and formal situations) effectively and professionally with: colleagues at all levels within the Academy Trust; with students (and where applicable their parents/carers); with external bodies or contractors as appropriate for the post.
- Engage with external contacts and members of the public, always representing the Trust in a positive way
- Respond promptly to routine enquiries and requests for information, ensuring that a positive departmental and corporate image is created and maintained at all times.
- Occasional communication requiring careful explanation or interpretation of technical or specialist material, recognising the need to adapt communication style to accommodate the audience and level of understanding.
- An ability to work with a wide range of roles across the Academy Trust to support project objectives.
- Provision of regular updates and periodic reports on the progress of work.
- Participation in presentations to staff/students, demonstrating the Digital Services environment etc.
- Communication via e-mail, telephone and in person on a daily basis with colleagues and external contractors
- Timely dissemination of information to colleagues and others as appropriate.

General

- Demonstrate a high level of customer service and a capacity to relate well to both adults and young people.
- Ability to perform general physical activities such as climbing, lifting, balancing, walking, stooping, handling materials and setting up of rooms i.e. equipment , delivery and set up of display and screen boards plus general event set ups.
- Flexible approach to working hours and environment - The post holder will occasionally be required to work out of normal hours work/ unsocial hours with time off in lieu.
- Responsive to change, adaptable, interested in learning and developing to meet changing situations.
- Suitable educational qualification or equivalent work experience within a comparable operation, education or an ICT company.
- Meticulous attention to detail.
- Experience in a customer-focused role in a fast paced, digital technology rich environment.
- Adaptable to fast changing technical educational environment.
- Willing to train and develop new skills.
- Able to meet objectives and maintain high standards in all aspects of the work including more onerous or less satisfying and routine maintenance tasks
- A full driving license and daily use of a car is desirable but not essential

Teamwork and Motivation – Standard

- Explore and develop new opportunities to enhance the student and staff experience of using the Digital Learning Environment within the Academy Trust.
- Effectively participate in and deliver a contribution to the departmental team and, when directed, with associated teams within the Trust.
- Be supportive and encouraging of others in the team, helping to build co-operation by applying a flexible approach to delivering Academy Digital Services Departmental results.
- Contribute to building team morale as an active participant in the team.
- Cover for colleagues' work routines during absence.
- Act as a responsible and active team leader and member, meeting agreed deadlines, and developing productive working relationships with other members of staff, demonstrating by example that the views of other team members are respected.

- Demonstrate strong self-motivation and enthusiasm for the post, with the capability to work for periods without supervision whilst undertaking a range of disparate duties within conflicting time frames.
- Clarify requirements, ensuring that tasks and objectives are clearly defined and that work is organised and delegated fairly and according to individual abilities.

Liaison and Networking– Standard

- Take part in internal/external networks, in order to ensure the timely dissemination of information to the right people in the appropriate format and to build relationships and contacts to facilitate future exchange of information.
- Network to enhance own knowledge and benefit Digital Learning and Communications.
- Provide help desk support, including basic instruction to others.

Service Standards

- Work closely and in partnership with all key staff to provide an integrated DS team providing the Digital Learning Service in line with departmental and Academy vision
- Monitor the quality of the services provided for Digital Learning to ensure that they are of the highest standards
- Provide advice and support for teachers/learners and all colleagues/parents/carers
- Deal professionally with all internal or external contacts, following set standards or procedures in accordance with agreed departmental aims and objectives.
- Provide a consistent, quality standard of service delivery to staff, students and others as appropriate.
- Undertake administrative duties in a thorough, accurate and timely manner with appropriate attention to detail
- Create, maintain and process documentation, records and data, in accordance with agreed procedures and standards.
- Create a positive image of Warden Park by being responsive and prompt in responding to requests and referring the user to a more senior colleague or more appropriate person if necessary.
- Understand and explore customers' needs in order to adapt the service accordingly.
- Use appropriate standards of confidentiality and ensure that all data and documentation is securely and appropriately filed and stored.

Planning, Organising and Managing Resources

- Plan, organise and prioritise own work and resources, and that of colleagues who are direct reports on a regular basis.
- Make constructive contributions to improvements in the use of Digital and other resources.
- Plan and manage small projects, ensuring the effective use of resources and monitoring progress against plan.
- Receive process and disseminate information from/to individuals to facilitate timely completion of their work.
- Monitor performance and progress of tasks in accordance with pre-determined parameters, for example, to expected standards within budget and on time.
- To work within a best value model when procuring goods and services ensuring that sound analysis and research has been carried out including due diligence procedure for new external suppliers and contractors

Welfare

- Essential to show sensitivity to those who may need help with learning and administration. Take account of pastoral and welfare issues when liaising with all Academy customers AND all stakeholders.

Initiative

- Solve standard day-to-day problems as they arise, following guidelines or established procedures and recognising when a problem/issue should be referred to a more senior or more appropriate person.

- Make constructive contributions to improvements to departmental service or procedures.
- Proactively undertake tasks rather than expecting work to be allocated.
- Use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches, identifying and assessing practical options and breaking the problem down into component parts.
- Resolve problems involving diverse information, applying creativity to devise varied solutions and approaching the problem from different perspectives.
- A willingness to embrace the opportunities offered by Academy status and to support our partner schools is essential.

This job description should not be regarded as exclusive or exhaustive. As a term of your employment you may be required to undertake various other duties as may reasonably be required.

This job description sets out the duties of the post at the time it was drawn up. Such duties may change from time to time without changing the general character of the duties or level of responsibility entailed. Warden Park School maintains the right to update your job description from time to time, to reflect changes in or to your job. You will be consulted about any proposed changes.

THIS POST IS SUBJECT TO AN ENHANCED DBS CHECK

In Conclusion

I have set out my vision for Warden Park. It is for the school to be “World Class”. The students deserve us to be more than outstanding in every aspect of school life. You will possess the energy, drive and passion to add significantly to this, our determined outcome for this special school.

Visits from prospective candidates are encouraged. We look forward to meeting you!

Jonathan Morris
Headteacher

Vision and profile



Warden Park (Secondary Academy)

Warden Park has over the last fifty years developed from a small local secondary school into an independent Academy with a dynamic Board consisting of Parent, Staff and Community Directors. While Warden Park remains the 'local school' for Cuckfield, Haywards Heath and many Mid Sussex villages, students also travel from Burgess Hill, Horsham, Crawley and elsewhere.

With 1,500 students and over 200 staff, Warden Park provides a wide range of academic opportunities and unrivalled access to areas such as sport, music and the arts. Participation in the Duke of Edinburgh Award Scheme and Young Enterprise is very high. Students enjoy excellent facilities, extensive grounds and a wide variety of equipment to support learning. As a Leading Edge Academy, Warden Park is one of less than 200 secondary schools nationally with a special role in promoting the interests of gifted and talented students.

At Warden Park, our mission is summarised by our maxim "The Best from All". Students are encouraged and expected to exhibit the values of determination, team work, care and respect, curiosity and wisdom. Staff and Directors seek to:

- Promote excellence by working in close partnership with families to fulfil the potential of every learner to do their best as individuals and as members of teams
- Foster the habits that will enable our students to enjoy learning for life
- Encourage our students to respect themselves, other students, their families and their teachers within a safe, secure and caring environment
- With the critical support of families, develop healthy and hard-working young citizens with an international outlook who will play an active, responsible, creative and positive role in the Academy and wider community

Beyond academic success – sport, music and the arts

Warden Park students are consistently successful in sport, with many achieving county and, in some cases, national honours. Students have many opportunities to participate in a wide range of sports and are widely recognised as one of the leading state schools in the country for rugby and cricket. Girls are particularly successful in netball, cricket and football and boys in rugby.

Active participation and performance in the arts and music is encouraged with annual dance, drama and musical productions and our commitment was recognised through the renewal of our ArtsMark in 2012.

Developing Warden Park Academy Trust

The founding principles of the Trust are community control, focus on teaching and learning, ensuring all staff working for the Trust share a commitment to the success of all learners across the Trust, mutual support to ensure all academies are good or outstanding, a shared back office to increase value for money and allow school leaders to focus on education and a climate of innovation based on educational research and best practice.

"Warden Park has proved itself to be one of the best schools in the country at securing superb GCSE outcomes for their students. These results are a testament to the commitment and hard work of students, teachers and leadership team at Warden Park and a vindication of their belief in high expectations, good teaching and ambition for every young person."

Sue Williamson, Specialist Schools and Academies Trust

Candidate information



Individual visits

We would be delighted to organise individual visits with any potential candidate who wishes to visit or find out more detail about a particular area of the Academy. Please contact Reception on 01444 457881 to arrange a tour.

Submitting your application

Applications should comprise of an Academy Trust application form (available on the Warden Park website) and a letter of application. These should be emailed to: jobs@wardenpark.co.uk

Short listing

The selection panel will undertake short listing wherever possible on the same day as the vacancy closing date. Short listed candidates will be notified by telephone and/or email of the outcome the same day.

Information for short listed candidates

Please bring with you your passport, driving licence (both parts) and a recent bill or statement less than 3 months old along with your degree/educational certificates.

Parking

There is onsite parking, please park in marked bays.

Local information

Location

The school is ideally situated in the lovely Sussex village of Cuckfield, in a rural location, yet within easy reach of excellent facilities and communications. There are a good range of local amenities, including restaurants, boutiques and pubs found in Cuckfield and the nearby town of Haywards Heath. Haywards Heath lies in the centre of the Mid Sussex District of West Sussex, surrounded on all sides by stunning countryside, which is less than a five-minute drive in any direction from the town centre.

The vibrant seaside city of Brighton (15 miles) offers first-rate shopping, restaurants and cultural facilities.

Transport

There are regular trains from Haywards Heath to London and the South East (London Bridge/Victoria from 42 minutes). Gatwick airport (14 miles) has a fast rail connection to London (Victoria 30 minutes).

www.southernrailway.com

There is very easy access to the A23/M23 and in turn the M25 and national motorway network.

Schools

There are a number of highly regarded schools and nurseries in the area:

www.wardenparkprimary.co.uk

www.harlandsprimaryschool.org

www.holytrinity-cuckfield.w-sussex.sch.uk

www.bolnorevillage.w-sussex.sch.uk

www.roundabouthouse.co.uk

www.robins-nest-nursery.co.uk

Leisure

The area is well served for sporting and recreational facilities including show jumping at Hickstead, racing at Goodwood as well as golf at Haywards Heath and West Sussex Golf Clubs. The Olympos leisure centre is situated in Haywards Heath and there are also excellent sporting facilities at The Olympos in Burgess Hill and the K2 centre in Crawley. There are local rugby, football cricket and athletics clubs for boys, girls and adults.

The theatres in Brighton, Crawley and Horsham attract a wide variety of performers from the worlds of music, comedy, dance and drama. Crawley and Brighton also boast large multi-screen cinema complexes.

Places of interest

There are numerous places of interest within a short distance of the town, including the famous Bluebell Railway, Wakehurst Place, Ardingly Reservoir, Devil's Dyke, the Royal Pavilion and the South of England Showground, where various and varied events take place throughout the year.

Estate Agents

www.mansellmctaggart.co.uk

www.savills.co.uk/estate-agents/savills-haywards-heath



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