



THE URSULINE ACADEMY ILFORD

A Catholic Secondary School for Girls Aged 11-19 in the Diocese of Brentwood



MISSION STATEMENT:

*We are a Catholic community of faith, love and service
rooted in the spirit of St Angela.*

*Through Christ and the Gospel and in our diverse community
we strive to provide an environment for young women
to flourish spiritually, academically and socially.
Together we are the Ursuline Academy Ilford.*

IT TECHNICIAN

SEPTEMBER 2017





WELCOME FROM THE HEADTEACHER

The Ursuline Academy Ilford is a four form entry Catholic comprehensive school for girls aged 11-19, serving students of primarily Catholic faith, but also other faith backgrounds who are supportive of and fully committed to the Catholic ethos of the school. Students who come here, join a community that is committed to success.

The school was founded by the Ursuline Order in 1903 and has been providing high quality education and pastoral care ever since. The school has a strong sense of community underpinned by Gospel values. Visitors regularly remark on the purposeful working atmosphere in which all are expected to do their best. We have an inclusive and community-focused ethos of which we are very proud. Our pupils are welcoming, engaging and articulate. They are ambitious for the school and for their own life beyond it.

The school gained Academy status in September 2011 and is currently embarking on a new and exciting phase in its development. Having been an independent school until 1999 the school had its fourth Ofsted Inspection in October 2016. The Report can be found both on the school and Ofsted website:

<http://www.uai.org.uk/about/ofsted>

As a vibrant faith community we are inspired by our founder Angela Merici, whose motto was “Serviam” – to SERVE. ‘Serviam’ lies at the heart of our daily routine and practice. We aim to empower our girls to learn, to lead and to serve. As Angela Merici faced new challenges by looking for new possibilities, so too are we committed and called to do things in new ways to ensure that the young women in our care are offered a nurturing and challenging educational environment in which they can learn and grow and develop the confidence to go out and make a difference in our world.

Our Mission: We are a Catholic community of faith, love and service rooted in the spirit of St Angela. Through Christ and the Gospel and in our diverse community we strive to provide an environment for young women to flourish, spiritually, academically and socially. Together we are The Ursuline Academy Ilford.

To help bring this about Governors and staff at the school commit themselves to:

- Recognising the value and uniqueness of every student we teach
- Ensuring that the school is a safe place to be and one where the interests of justice are served
- Creating a community which is inclusive, one whose basis is mutual respect and equality
- Maintaining the long tradition of trust, cooperation and courtesy
- Generating good order and discipline based on sound relationships between staff, students, parents and carers
- Nurturing the religious and intellectual lives of our students through curricular and extra-curricular activities
- Inviting parents and carers to play an active role in their daughter’s development, academically, spiritually and morally.

I am delighted you are interested in our school and hope this gives you some insight into who we are and what we stand for.

Ms Keran Reilly
Headteacher



THE URSULINE ACADEMY ILFORD

IT TECHNICIAN

Start: ASAP

Working Pattern: 36 hours per week, Monday - Friday, term-time plus 10 days

Starting Salary: £22, 509 FTE pa (£20,721.79 pa pro-rated)

We are looking for an enthusiastic, hard-working individual who strives to support the network, ensuring smooth day-to-day operation as well as aiding staff and pupils in successfully delivering and receiving the curriculum from all IT related resources. S/he will be a key contributor to this hugely successful, popular and oversubscribed Academy whose ethos is underpinned by Gospel values and the Ursuline motto of 'Serviam'.

The successful applicant will be responsible for ensuring all 1st line incidents are logged using the schools ticketing system and that those issues are resolved within the appropriate response times set in place by the Support Services SLA. You will also be responsible for writing user guides, updating the staff handbook and training groups of school staff on certain features of the network.

WHAT SETS US APART?

The Ursuline Academy Ilford is committed to ensuring the recruitment and retention of high calibre, talented staff.

- 30 days annual leave;
- local government pension scheme;
- join a popular and successful all girls Catholic comprehensive Academy;
- be part of a team of committed, highly professional teachers and support staff in a school which has an excellent academic record, as well as a tradition as a caring community;

The school is a short walk from the local shopping centre and Ilford Station where TFL Rail services are available; these connect to Stratford International and London Liverpool Street. The school is also a short drive from the M25, A12 and A13.

WHAT WE ASK IN RETURN:

Dedication, commitment, loyalty and a drive for excellence in all areas of school life evidenced by an enthusiasm for spirituality both personally and professionally promoted by CPD.

The Academy is committed to safeguarding and promoting the welfare of children. To ensure that this is achieved we expect all employees to share this commitment and staff will be recruited and selected in line with safer recruitment policy and practice. The successful applicant will undertake an enhanced DBS check.

APPLICATION REQUIREMENTS:

Please submit a letter of application specifying the role/s you are interested in together with your application form.

Completed applications should be posted to:

HR, The Ursuline Academy Ilford, Morland Road, Ilford, Essex, IG1 4JU

You may also return your completed application form via email to our HR Administrator: bbarnes@uai.org.uk

Your letter should address the selection criteria and include your thoughts on what makes a good IT Technician.

Short-listing for the position will take place following the closing date and references will be taken up prior to interview.

Please note we are unable to accept CVs.

Closing Date: Thursday 28 September 2017

Telephone Interviews: Fri 29 September 2017/Monday 2 October 2017

Interviews: Tuesday 3 October 2017

Pupils' behaviour in lessons and conduct during unstructured times are a strength of the school. The Catholic ethos of the school is clearly evident and the overall approach is highly inclusive. The culture of the school is one which wants to care for the 'whole child' and parents and pupils alike recognise and value this approach highly. The strong relationships in the school underpin the positive attitudes to learning evident in the lessons we visited.

OFSTED - October 2016



JOB DESCRIPTION

IT TECHNICIAN

REPORTING TO:

Head of IT, School Business Manager

LIAISING WITH:

SLT, Teaching, Support Staff and others as required

MAIN DUTIES AND RESPONSIBILITIES:

Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the changing demands that are part of school life. This Job Description is a guide to the level and range of responsibilities the post holders will be expected to undertake initially. It is neither exhaustive nor inclusive and may be changed from time to time to meet changing circumstances and demands.

Key responsibilities of the post are:

- To provide first line telephone and remote support to all school staff in the use of Microsoft® Office and other software and also to support the variety of desktops, laptops, printers, scanners, Microsoft® Windows operating systems, Apple related systems, etc. now prevalent in Worcestershire schools;
- To log all relevant details of incidents in the Service Desk call logging system from information taken from customers via telephone, voicemail messages and emails and to action appropriately, resolving at first line, or redirecting and escalating to the appropriate member of the team;
- To pro-actively provide information to customers on the progress of outstanding support calls in accordance with the KPIs agreed with customers within the Service Level Agreement with them;
- To contribute to ensuring that the Service Desk system is kept up to date with details of all relevant information, that required information is passed on to appropriate teams and that customers are kept informed;
- Help resolve software and technical questions for the customer efficiently and effectively;
- Gather the required information necessary in order to best handle customer software and technical inquiries;
- Manage customer expectations regarding estimated response times for issue resolution;
- Extensively research and document customer technical issues;
- Collaborate with Support Service team members to properly manage customer inquiries and escalate when appropriate.

DECLARATION

I have read the job description and agree to all the terms and conditions set out. I also agree to comply with all Academy Policies, Child Protection /Safeguarding and Health & Safety regulations. I further understand that the above does not constitute an exhaustive list and I agree to undertake any reasonable request made of me by the Headteacher or Deputy Headteacher acting on his/her behalf.

NAME:

SIGNATURE:

DATE:



PERSON SPECIFICATION

RECEPTION/ADMINISTRATION ROLES

L – Assessed by Application	I – Assessed at Interview	T – Assessed by Test	E – Essential D – Desirable
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MINIMUM EDUCATION / QUALIFICATIONS:

Bachelor's degree from an accredited University or College	L			E
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MINIMUM EXPERIENCE / KNOWLEDGE / SKILLS:

Experience of working in a school	L			D
Passion for being part of a hardworking, winning team	L	I		E
Ideally + year work experience in delivering software support, however an interest or aptitude in this may suffice	L	I		D
Excellent IT skills, with knowledge of Microsoft Office and SIMS	L	I	T	E
Basic understanding of email technology (SMTP, iMail, etc.)	L	I	T	E
A proven track record in Customer Service skills	L	I		E
Ability to empathize with customers and convey confidence	L	I		E
Excellent administrative and organisational skills	L	I		E
Basic understanding of Internet connectivity and networking	L	I		E
Good interpersonal and communication skills	L	I		E
A friendly and professional manner	L	I		E
Some basic technical knowledge of photocopiers	L			D

MINIMUM COMPETENCIES:

Literacy/Numeracy skills	L			E
Ability to collect, collate and present data	L	I		E
Ability to liaise effectively with members of the public and staff at all levels	L			E
Ability to prioritise and coordinate work	L	I		E
Ability to work as a member of a team and on own initiative	L			E
Ability to produce routine correspondence and reports	L			E



OTHER JOB REQUIREMENTS:

Understanding the importance of maintaining confidentiality	L	I		E
Motivation to work with students/young people	L	I		E
Flexible approach to work	L	I		E

SAFEGUARDING:

Understanding the importance of safeguarding in your role	L	I		E
The ability to form and maintain appropriate relationships and observe personal and professional boundaries with students/young people	L	I		E
Emotional resilience in working with challenging behaviours	L	I		E