



## Hub ICT Business Partner

### JOB DESCRIPTION

#### **Role Purpose:**

The purpose of this role is to be responsible for delivering, maintaining, and supporting technology across the schools in your hub. Managing staff within the ICT team, including their activity, performance, and development. Ensuring that technology is effective in supporting the raising of educational standards across the Trust and providing value for money.

#### **Key Accountabilities:**

Reporting to the National IT Services Manager, this post holder will be accountable for

#### Strategic responsibilities

- Contribute to National and local strategic Professional Services plans with specific responsibility for ICT policies, network and hardware/software management and ensuring good practice is shared.
- Work alongside and in partnership with other hub function leads and business partners and the academies leadership teams to ensure a high quality, professional service to all our academy staff and students.
- Responsible for planning, monitoring and evaluation of ICT projects and maintenance for all networks, hardware and software to ensure ICT is optimised for all students and staff across the hub.
- To provide reports and progress analysis against ICT development plans, and upgrade projects, co-ordinating all processes to meet monthly KPIs and ICT audit requirements and ensure that all policies and practices are adhered to.
- Ensure the Hub ICT staff are supported to maximize their contribution they make through effective strategic planning, including consideration of all cost implications including producing timely and fully costed proposals.

#### Operational responsibilities

- Manage the IT Helpdesk for the hub schools, ensuring requests are dealt with efficiently and effectively, balancing operational imperatives with strategic activities.
- Manage the allocated IT operational and capital budgets for the hub schools, observing financial management processes and maintaining an accurate and up-to-date hardware asset register which is used to inform IT refresh and development strategies, in line with the annual budget cycle.
- Take a lead role in planning, development, design, organisation and monitoring and implementation ICT systems/procedures/policies on behalf of the hub in line with the National strategy, procedures and processes.

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- Meet regularly and provide updates for all key stakeholders to understand and share priorities, workflows, progress of projects and key issues.
- Provide support, advice and guidance to ICT Leads/Managers, ICT Senior technicians and ICT technicians as appropriate as well as third line technical support where needed,
- Develop and maintain system documentation to an appropriate level, including a full network and server topography, to support future development, Disaster Recovery and Business Continuity including an effective backup regime.
- Support with health and safety assessments relating to the use of ICT equipment across Academies.
- Manage the administration of software, service contracts, laptops, and other hardware, maintain an accurate and up-to-date software register, including license details, renewal dates and costs, which is used to inform annual budget requirements.
- Manage and organise the issuing, maintenance and recording process in relation to laptops, assets and AUP's.
- Organise, manage and provide technical support as needed for all academy events.
- Provide timely support and guidance to DSL's and headteachers around violations by users, Record and report on the network and provide a report to the Headteachers and other key stakeholders monthly.

#### People Development and Management

- Workforce planning for current and future demands to ensure sufficient, appropriately trained staff are available to effectively perform day-to-day requirements and manage periods of peak work volumes to meet KPIs.
- Actively lead and participate in the recruitment and selection process of new team members.
- Coach, mentor and develop staff including overseeing new employee onboarding, agreeing objectives, performance management, appraisal and career planning and identify CPD needs and opportunities.
- Consciously create a spirit of teamwork amongst department members that promotes E-ACT values and policies, challenging unacceptable behaviours and addressing conflicts swiftly, instigating relevant procedures such as capability, disciplinary and grievance.
- Manage staff absence within your area of responsibility taking actions as appropriate in line with E-ACT policy and procedures, liaising with People Development and employee representatives.
- Work within the departmental financial budget, ensure value for money from all procured services and supplies in line with E-ACT's Financial Management policies.

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### Culture

- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

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## PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

## OUR VALUES

Thinking Big	<ul style="list-style-type: none"><li>• Show energy, enthusiasm and passion for what you do.</li><li>• Demand the highest quality in all that you do, and in the work of your team.</li><li>• Willing to champion new ideas and think beyond the status quo.</li><li>• Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better.</li><li>• Be open to new ideas and change where it will have a positive impact on the organisation.</li><li>• Show a willingness to embrace different ideas and ways of thinking to improve E-ACT</li><li>• Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work.</li><li>• Commitment to self-development, and developing your wider Team.</li><li>• Ability to self-reflect on yourself, your performance, and to think about how this could be improved further.</li><li>• Ability to encourage ideas from others in order to improve the organisation and build your team's confidence</li></ul>
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Doing the Right Thing	<ul style="list-style-type: none"><li>• Have integrity and honesty in all that you do.</li><li>• Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work.</li><li>• Take responsibility and ownership for your area of work.</li><li>• Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils.</li><li>• Be transparent and open.</li><li>• Be resilient and trustworthy.</li><li>• Stand firm and stay true to our mission.</li></ul>
Showing Team Spirit	<ul style="list-style-type: none"><li>• Understand how you can have a greater impact as a team than you can as an individual.</li><li>• Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission.</li><li>• Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level.</li><li>• Recognise and celebrate the success and achievements, no matter how small, of your colleagues</li><li>• Be generous with sharing your knowledge to help to develop others.</li><li>• Understand and be willing to receive suggestions and input on your area of work from others.</li><li>• Support your colleagues, even when this means staying a little later, or re-prioritising some of your work.</li><li>• Be aware of other peoples' needs and show an ability to offer genuine support.</li><li>• Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams</li></ul>

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## KNOWLEDGE, EXPERIENCE & SKILLS

**Requirement**  
E – Essential

**Assessed at**  
A – Application Stage

D – Desirable I – Interview Stage

P – During the probationary period

		E	D	A	I	P
<b>Organisational Fit</b>	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
<b>Knowledge</b>	Recognised ICT qualification	X		X	X	
	Relevant degree		X	X	X	
	A high-level knowledge of software and hardware e.g., Microsoft office, networking software, modems, internet, etc	X		X	X	X
	Knowledge of Microsoft server and Cloud operating systems and infrastructure	X		X	X	X
	Knowledge of MS applications including Exchange, Active Directory, IIS, ISA, Proxy Server, Office 365, Azure etc	X		X	X	X
	Knowledge and understanding of ITIL processes and procedures	X		X	X	X
	Awareness of current IT issues and trends	X		X	X	X
	Knowledge and understanding of GDPR and other related legislation	X		X	X	X
	Knowledge of ICT Help Desk systems, call logging and resolution	X		X	X	X
	Knowledge of fault identification and resolution	X		X	X	X
	Knowledge of back up and anti-virus technologies	X		X	X	X
<b>Experience</b>	At least 5 years' experience of working in an IT environment	X		X	X	X
	Experience in managing IT systems	X		X	X	X
	Experience of effectively leading and managing staff and teams and of performance management processes	X		X	X	X

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	Experience of managing projects	X		X	X	X
	Experience of working in an education environment		X	X	X	X
	Experience of delivering an excellent customer service experience to stakeholders.	X		X	X	X
<b>Skills</b>	Ability to understand a range of organisational and technical procedures and the ability to disseminate to other staff	X		X	X	X
	Ability to analyse, monitor, evaluate and make recommendations on technical information and issues	X		X	X	X
	Ability to write and prepare business reports	X		X	X	X
	Ability to work flexibly across multiple sites, managing multiple priorities and workloads.	X		X	X	X
	Ability to work effectively within a team and foster a supportive working environment	X		X	X	X
	Ability to organise and prioritise own workload and work to deadlines especially during periods of pressure	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and pupils	X		X	X	X
	Ability to develop and extend working practices	X		X	X	X
	Ability to deal with a wide range of stakeholders using multiple forms of communication	X		X	X	X