**<SCHOOL /ACADEMY NAME>**

**Insert name of establishment**

**ICT Manager 2 - Generic**

**Role Profile and Person Specification**

**November 2007 (updated August 2019)**

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| **Job Description** |
| **Job Title:** | **ICT Manager 2 - Generic** |
| **School /Academy:** | **<please insert here>** |
| **Grade Range:** | **Grade 11 – Scp 33 - 35** |
| **Hours per week:** | **<please insert here>** |
| **Work Pattern:** | **<Term Time Only> <All Year Round> *Delete as appropriate*** |
| **Location:** | **<please insert here>** |
| **Reports to:** | **<please insert here>** |
| **Responsible for:** | **<please insert here>** |
| **Role Purpose and Role Dimensions:** | To work with the management team leading the school/centre on a day-to-day and strategic basis in developing the ICT service. Ensure high quality performance through effective monitoring, evaluation, development and best value approach to the use of ICT resources to enable students to achieve their best.  |
| **Commitment to Diversity:** | As a member of the School Team to take individual and collective professional responsibility for championing the School/Academy's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity. |
| **Key External Contacts:** |  |
| **Key Internal Contacts:** |  |
| **Financial Dimensions:** | * Be responsible for the effective management of financial administration procedures, including responsibility for compliance with financial regulations.
* Be responsible for planning, monitoring and evaluation of the ICT budget.
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| **Key Areas for Decision Making:** |  |
| **Other Considerations:** |  |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Organisation** | **This will involve:*** Be responsible for the planning, development, design, organisation and monitoring of the ICT service and whole school systems/procedures/policies.
* Line Management responsibilities:
* Manage support staff.
* Be responsible for the creation and implementation of recruitment/induction/appraisal/training/mentoring systems for support staff.
* Represent the support staff at relevant meetings.
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| **Administration** | **This will involve:*** Develop and monitor management information systems.
* Determine the need for and arrange provision, analysis and evaluation of data and detailed reports/information.

Be responsible for the design and effective operation of administrative procedures.* Be responsible for the submission of relevant information to SMT, the Governing Body and outside agencies e.g. DfE.
* Commission appropriate systems and be responsible for their effective operation.
* Design, develop and maintain computer systems to support the work of the school.
* Provide support for systems supplied by third parties in use by the school.
* Provide and manage training for computer users in the use of different ICT applications.
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| **Resources** | **This will involve:*** Identify the need for, select and manage resources, including management of resource budget.
* Be responsible for the appropriate deployment of staff, including recruitment.
* Be responsible for the provision of specialist advice and guidance to SMT/Governing Board etc. on national and local guidelines/policy/statute etc.
* Interpret matters of policy/procedure/statute to ensure the school’s compliance and initiate appropriate action arising.
* Manage ICT procurement and be responsible for securing relevant sponsorship.
* Identify the need, and be responsible, for securing appropriate licences and insurance.
* Be responsible for devising ICT marketing and promotion strategies for the school.
* Develop ICT work specifications and manage ICT service contracts.
* Be responsible for the management of Health & Safety within the school.
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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Responsibilities** | **This will involve:**Lead the development of the ICT development plan, and whole school plan working with other senior colleagues.* Maintain and develop ICT Knowledge.

Provide specialist support as Network Manager, including preparation, and maintenance of ICT resources and support to staff and pupils. Audit the current provision of hardware and software, ensuring that all equipment and resources meet the demands of the business plan. Investigate the need for new systems and agree requirements.* Develop new systems and purchases to agreed standards, including investigation of user requirements, design, implementation and documentation.
* Maintain existing in-house systems, identifying and implementing necessary amendments.
* Produce routines to integrate existing and new systems and adapt and configure third party systems to meet the requirements of the service.
* Ensure that all in-house and third party systems are fully tested on implementation or amendment, and that testing is documented.
* Provide support and training for users in the operation of existing systems.
* Run applications to produce financial data and provide support to users in the location and interpretation of this data.
* Evaluate new software packages against specified requirements.
* Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
* Be aware of and support difference and ensure equal opportunities for all.
* Contribute to the development and implementation of the overall ethos/work/aims of the school.
* Develop constructive relationships and communicate with other agencies/professionals.
* Participate in training and other learning activities and performance development as required.
* Recognise own strengths and areas of expertise and use these to advise and support others.
* Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.
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| **Green Statement** | **This will involve:*** Seek opportunities for contributing to sustainable development of the borough, in accordance with the School/Academy’s Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.
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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Data Protection** | **This will involve:*** Being aware of the School/Academy’s legal obligations under the Data Protection Act 2018 (the “2018 Act”) and the EU General Data Protection Regulation (“GDPR”) for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
* Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
* Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
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| **Confidentiality** | **This will involve:*** Treating all information acquired through employment, both formally and informally, in confidence.

There are strict rules and protocols defining employee access to and use of the School/Academy’s databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement. |
| **Safeguarding** | **This will involve:**• Displays commitment to the protection and safeguarding of children and young people. • Values and respects the views and needs of children and young people.• Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children. |
| **Equalities and Diversity** | The School/Academy has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination. This includes respecting and valuing the different experiences, ideas and backgrounds others can bring to work and to teams. |
| **Customer Care** | **This will involve:*** Able to demonstrate a commitment to the School/Academy’s Customer Care Policy.
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| **Health and Safety** | **This will involve:*** Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **To contribute as an effective and collaborative member of the School Team** | **This will involve:*** To participate in training to be able to demonstrate competence.
* To participate in first aid training as required.
* Participating in the ongoing development, implementation and monitoring of the service plans.
* Championing the professional integrity of the School service
* Supporting Customer Focus, Best Value and electronic management of processes.
* Actively sharing feedback on School policies and interventions
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| **P e r s o n S p e c i f i c a t i o n** |
| **Job Title:**  | **ICT Manager 2 - Generic** |
| **Essential knowledge:** | * NVQ 4 or Degree or equivalent qualification or equivalent in relevant discipline i.e. hardware, network, and software solutions.
* Excellent numeracy/literacy skills.
* Full working knowledge of relevant policies/codes of practice/legislation.
* An understanding of current communications and network technologies.
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| **Essential skills and abilities:** | * Excellent communication skills together with the ability to communicate fluently in English to fulfil the requirements of the post\*
* Displays commitment to the protection and safeguarding of children and young people.
* Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children
* Ability to interpret advice/statute and to devise policy/practice in the light of these.
* Ability to manage a multi-disciplinary team effectively.
* Ability to relate well to children and adults.
* Ability to persuade, motivate, negotiate and influence.
* Ability to self-evaluate learning needs and actively seek learning opportunities.
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| **Essential experience:** | * Experience of an ICT environment at a management level.
* Experience of providing first and second line support in a Help Desk environment.
* Experience of managing large networks to maximise performance and quality.
* Experience of managing major software upgrades.
* Experience of specifying hardware requirements for a range of users operating in different environments.
* Experience of evaluating new hardware and software.
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| **Special conditions:** | * Enhanced DBS check
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\*Further advice on specific points in this role profile can be obtained from your HR provider.