



HARROGATE
GRAMMAR SCHOOL
EXCELLENCE FOR ALL



Network Technician Supporting Information



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REACH FOR EXCELLENCE

Harrogate Grammar School is a very large, high performing and happy school where young people can enjoy their learning and time spent within the school community. Incidents of serious misbehaviour are rare and teachers can get on and teach within a well ordered environment where excellent relationships between staff and students are the norm.



The school uniform is worn proudly by all students and staff are expected to match this by modelling high standards of appearance and professional behaviour.

We strive as a school to be the very best at what we do, and to ensure our students are ambitious for success. Potential colleagues will need to be able to cope in a top performing environment where expectations are always high.

High performing does not mean exclusive however, and we are very proud of the achievements of all our students. One of the key challenges for us is being a high performing inclusive school in which all our learners feel valued and are able to achieve. We expect all staff to be committed to equality of opportunity and to be passionate about ensuring that at our school every child does matter.



Harrogate Grammar School has a large Sixth Form with over 580 students. The Sixth Form has achieved consistently excellent results with 60% of grades at A*-B in 2018, making Harrogate Grammar School one of the highest achieving comprehensive schools in the country and top performing comprehensive Sixth Forms in North Yorkshire.

Continued investment in the school site over recent years has provided us with some superb facilities whilst retaining the distinctive character and charm of our original buildings. For example, we have a superb Sixth Form building with "The Forum". This, state of the art multi-use lecture theatre/performance space, provides a venue for many activities. Externally the school has extensive playing fields including a £500K Astro-turf pitch which complements our excellent sports facilities. We are also very proud of our newly refurbished block of 6 science laboratories and prep room which provide outstanding facilities for our students. With our impressive facilities, outstanding teaching and excellent results, we are confident that we offer a successful route to university or employment. We are not, however, complacent and we always strive to develop, improve and innovate!

OUR VISION

To become a world-class school in which standards of achievement are outstanding for all students and in which all individuals benefit from being part of an inspiring, supportive and dynamic learning community that achieves excellence for all.



About The Red Kite Learning Trust

The Red Kite Learning Trust was founded to provide a supportive structure for schools working in partnership to help ensure all their young people can achieve success. The Trust was formed in 2015 by three founding schools: Harrogate Grammar School; Oatlands Junior School; and Western Primary School; whose aim was (and still is) to work together to ensure Excellence for All.

The development of the Trust has steadily continued and Rossett Acre Primary School joined in November 2016, Crawshaw Academy joined in March 2017 with Coppice Valley Primary School joining in August 2017. Autumn 2018 was an exciting time for RKLТ with another seven schools joining us. We welcomed Temple Moor High School, Austhorpe Primary, Colton Primary, Whitkirk Primary, Templenewsam Halton Primary, Temple Learning Academy and Meadowfield Primary Schools.



We are seeing the benefits for young people by working more closely together and as secondary schools, we have welcomed the insight and expertise that our primary colleagues have provided.

We also relish the opportunities to share the specialist skills and knowledge of our own staff with colleagues in Key Stages 1 and 2 to add an extra dimension to primary provision in our Trust. We look forward to the Trust steadily developing further over the years and providing even better provision for our young people.

Being part of this Multi-Academy Trust provides additional security and opportunities for our staff and was a natural step for Harrogate Grammar as an existing 'Independent Academy Trust' since 2011

The success of our schools is dependent on the quality, talent and commitment of our staff, which is why we want to make sure we recruit the right people who can share our values and vision.



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Network Services Team

Harrogate Grammar School is large and busy environment that supports a range of technologies and solutions for over 2,000 staff and students. Since 2012, the school has used iPads to enhance teaching and learning and we are one of the largest users of iPads in education across the United Kingdom.



Operating a predominantly virtualised environment, we support a wide variety of products and services which are hosted both on-premises and in the cloud. While implementing and supporting these technologies is an important part of the role, dealing with and managing queries from staff and students is our primary focus.

The services we provide are instrumental in the support of the outstanding teaching and learning experience for all our students, and also the efficient running of all back office services that contribute to the delivery of a successful school.

Respect
For ourselves, our community and our environment, demonstrating kindness and promoting equality.

Excellence
Aiming high, being ambitious and striving for excellence for all.

Adventure
Being enterprising, creative and thinking independently.

Commitment
Demonstrating resilience and not giving up however challenging the endeavour.

Honesty
Having the courage and integrity to be honest both with others and ourselves.

We firmly believe, for every child to achieve to their full potential there needs to be a positive, supportive and well-disciplined environment in which to work. At Harrogate Grammar School, we are able to provide this and, as a result, ensure that our young people have the very best chance of achieving success in all aspects of school life. Our team is pivotal in supporting this goal and as such we ensure that we are consistently representing our School 'REACH' values to all students, staff and visitors.

If you are able to prioritise demanding workloads, work accurately and effectively and are *truly* a team player, then we would encourage you to apply for the position to join our Team.

We understand the importance of securing the right role and we truly believe that our school will not disappoint you!



The Red Kite Teaching School Alliance

Our Trust of 13 schools is also part of the wider Red Kite Teaching School Alliance. Our founding secondary school, Harrogate Grammar, is proud to be the lead school in the Red Kite Teaching School Alliance which includes fifteen leading secondary schools, a special school and twenty primaries. The Alliance provides nationally accredited and bespoke leadership, training, support, research and development opportunities to school staff across the region. We have a bank of nationally and regionally recognised experts within the Alliance that can act as a task force to help schools and individuals in need of support.

As one of the first one hundred Teaching Schools in the country, Harrogate Grammar School is at the heart of system-wide change working with the National College for Teaching and Learning (NCTL) and the DfE. Also based at Harrogate Grammar School is Red Kite Teacher Training, a school centred provider of initial teacher training (SCITT) which in 2018 / 2019 will train 107 primary and secondary teachers, placing many of them back into our Trust schools as newly qualified teachers.

We firmly believe that we are 'stronger together' and that partnership and collaboration between practicing teachers in different schools is the only way to continually develop and improve teaching and learning for the benefit of students, parents and the communities in which we work.



Further information

For further information about the Red Kite Learning Trust, Teacher Training, the wider Red Kite Alliance, or each of our schools, please visit the following websites:

<http://www.rklt.co.uk/>

<http://www.redkitealliance.co.uk/>

http://www.redkitealliance.co.uk/teacher_training/

The Post Specification on the following pages describes the expectations for the role



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Red Kite Learning Trust is committed to safeguarding and promoting the welfare of Students and expects all staff and volunteers to share this commitment.

Post Title: Network Technician

Salary Grade: Salary Circa £22-24k (Actual) Per Annum

Contract Type: Permanent Full Year

Working Hours: Full-time, 37 hours per week

Responsible to: Network Services Manager

General Description:

The Network Technician is responsible for assisting the Network Services Manager in ensuring the effective working and development of the school's technical services including network, hardware and software. While the post does not involve any teaching, the post holder will work with academic colleagues to improve the impact of our IT on learning, as well as with our operational staff, to improve the efficiency of our administrative services both internally and to our students and parents. The Network Technician has specific responsibility for some key areas of the network including server management and security.

Special Conditions of Service:

Requirement to occasionally work outside of school hours and off school premises as required by the school.

No smoking policy, including e-cigarettes.

1	Main Tasks and Responsibilities
1.1	Maintain PCs, laptops, iPads and other ICT related hardware so as to provide a system able to support staff on a day to day basis.
1.2	Support the use of all curriculum specific software. Install, test and configure software - to ensure compatibility with existing systems.
1.3	Advise on compatibility of hardware, applications and operating systems, according to user requirements.
1.4	Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.

1.5	Install software on the file server; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.
1.6	Manage active network components including switches and wireless access points; maintain Internet filtering systems.
1.7	Manage and maintain network systems & services (for example, Server Operating Systems, SQL Server, Exchange Server, Internet Information Server etc.)
1.8	Manage and maintain school systems & software (for example, Enterprise Mobility Management, CCTV, Print Management, etc.)
1.9	Configure and maintain iPads to be assigned to staff and students on a temporary basis.
1.10	Deploy iPads to both Staff and Students, ensuring the required paperwork is completed correctly.
1.11	Install and maintain business critical software including software used for Finance, Payroll, School Management, CCTV and Cashless Catering.
1.12	Record and retrieve the collection of information in the school's asset management database.
1.13	Be responsible for at least one major data security system e.g. backup, virus protection, email security, internet security. Assist in the implementation of data protection policies.
1.14	Follow the maintenance schedule; assist in the implementation of email and security procedures, including data protection policies.
1.15	Monitor the Network Services Helpdesk system and work towards resolving problems and other requests in an efficient, effective and timely manner.
1.16	Raise and track external support calls and escalate contract/warranty issues appropriately.
1.17	Initiate and Maintain contact with external suppliers to ensure purchases meet the requirements of 'Best Value'.
1.18	Manage routine contacts with external suppliers.
1.19	Produce estimates for planned expenditure.
1.20	Raise and track iPad repairs, escalating where appropriate.
1.21	Manage iPad configuration for both student and staff devices. Ensure appropriate settings are assigned to comply with school policies including Data Protection.
1.22	Manage iPad app deployment and licensing; purchasing and assigning additional licenses as required.
1.23	Respond to in-person queries from both Students and Staff, assisting them to resolve any issues they are experiencing.
1.24	Manage licences and settings for use with Office 365.
1.25	Assist the Network Services Manager with regard to identifying possible ICT requirements.

1.26	Work as part of a team and adopt flexible working practices.
1.27	Pursue training and development to increase both personal and School technical knowledge and ability.
1.28	Read and maintain awareness of documents, in relation to current and future developments, that may impact upon the use of ICT within an educational setting.
1.29	Attend relevant meetings that may also impact on uses of ICT.
1.30	Advise and train individual staff and pupils; produce detailed help sheets and other documentation.
1.31	Document current policies and practices, complete Change Logs, Timesheets and other documentation as required.
1.32	Assist with and conduct individual and group training on the use of ICT resources; document current policies and practice.
1.33	To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person.
1.34	To conduct, under direction, cursory analysis and investigation into accounts and user activity where inappropriate behaviour is suspected.
1.35	To contribute to the overall ethos/work/aims of the school.
1.36	To recognise own strengths and areas of expertise and use these to advise and support others.
1.37	To attend and participate in regular meetings, training and other learning activities as required.
1.38	To take part in the Appraisal process employed at the school.
1.39	Any other duty in support of Network Services in line with the grading of the post.

Person Specification: E Essential, D Desirable

2	Experience/Aptitudes:	
2.1	Work experience in technical support of large networks.	E
2.2	Communicate effectively with staff at all levels within the school.	E
2.3	Relate well to young people.	E
2.4	Take initiative and work independently.	E
2.5	Work to high levels of accuracy.	E
2.6	Practice and plan to ensure completion of tasks.	E
2.7	Experience of non-Windows environments.	D
2.8	Experience of iPads and related services.	D
2.9	Experience of working in a customer facing environment.	D

3	Qualifications/Training	
3.1	Good general education with high levels of literacy and numeracy.	E
3.2	Relevant Computing/IT qualification.	D
3.3	Degree or vocational training in network management or computing.	D
4	Knowledge/Skills	
4.1	Knowledge of Windows/OSX/iOS.	E
4.2	Ability to work positively and effectively with all staff.	E
4.3	Work constructively as part of a team.	E
4.4	Forward thinking.	E
4.5	Well organised.	E
4.6	Good negotiation skills.	E
4.7	Good problem solving skills.	E
4.8	Good communicator.	E
4.9	Knowledge of Network Infrastructure.	D
4.10	Knowledge of Wireless Networking.	D
4.11	Familiarity with large and complex Windows networks.	D
4.12	Good planning and management skills.	D
5	Characteristics:	
5.1	Team worker.	E
5.2	Self-motivated.	E
5.3	Hard working.	E
5.4	Sense of humour.	E
5.5	Willingness to be flexible and work to meet the best interests of the school.	E
5.6	Excellent attendance record.	E
5.7	Willingness to undertake training and development.	E
5.8	Willingness to undertake further qualifications.	D
6	Safeguarding and Promoting the Welfare of Students:	
6.1	Appropriate motivation to work with students.	E
6.2	Ability to maintain appropriate relationships and personal boundaries with students.	E
6.3	Emotional resilience in working with challenging behaviours; and appropriate attitudes to the use of authority and maintaining discipline.	E



Reward Package, Pension and Additional Benefits

You will be eligible to join the Local Government Pension Scheme (LGPS), offering CARE (Career Average Revalued Earnings) defined benefit provisions and life cover. The scheme provides guaranteed pension benefits upon your retirement. To be able to join the LGPS you need to be under age 75. For further information about the scheme and its key benefits please visit: www.lgpsmember.org/thinking-joining.php

We offer a comprehensive package of reward including our 'Employee Benefits Programme' which provides a range of options including our cycle to work scheme!




- Benefit from huge savings on the cost of a new bike and/or safety equipment
- Spread the cost over a year and save on Income Tax and National Insurance contributions
- Choose from over 500 brands from over 2000 partner stores across the UK



Many more benefits are available, from an online rewards portal, in areas such as:

- Shopping
- Family
- Automotive
- Financial & Professional
- Gifts
- Home & Garden
- Sport, Health & Beauty & Travel

The Trust is focussed on further enhancing the Reward offer for all our staff and we hope to deliver additional benefits during 2019 aligned to the suggestions from our whole staff team

<p>Save money every month with Shopping Cards</p> 	<p>Earn money while you shop with Cashback</p> 	<p>Discover huge savings with Combo deals</p> 
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How to Apply

This is a superb opportunity to join our Network Services Team at Harrogate Grammar School.

We understand the importance of securing the right role and believe our School and department will not disappoint you. We are confident that our Trust, and Harrogate Grammar School, offers an outstanding environment to both work and learn.

To access our online application form please visit: <http://www.rklt.co.uk/vacancies/>

We hope that after considering all the information provided you will decide to make an application. If we can help in providing any other information you might need, please do contact the HR team (recruitment@harrogategrammar.co.uk) or telephone: 01423 535222.

The closing date for submitted applications is **Thursday 26th September at 9am.**

Candidates invited for interview will be required to attend the school for most of the day.

Shortlisted candidates will be contacted soon after the closing date. Unfortunately, due to the high number of applicants we receive, if you have not heard from the HR department within two weeks of the closing date please assume that on this occasion that you have not been successful.

Whatever the outcome of your application, we thank you for the interest you have shown in our school and we wish you well for your future career.

For further supporting information please see the following documents below;

- HGS Recruitment Process Guidelines
- HGS Ex-Offenders Policy
- For our [Aims & Expectations please follow this link](#)

Recruitment Process Guidelines



Harrogate Grammar School, as part of the Red Kite Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

APPLICATION FORM (On-Line process)

Your application form plays an important part in your selection - it is the only basis for considering your initial suitability for the post. Please read the instructions on the online application form carefully before completing it. You must complete all parts of the form.

Look carefully at the post specification. This outlines the duties of the post and the minimum knowledge, skills and experience we require. You should show clearly in your application how your knowledge, skills and experience are relevant to the requirements of the post.

Rather than simply repeating your career history, look at the skills and experience required by the job and provide evidence that you possess them, preferably by giving specific examples.

Relevant skills may have been gained other than through paid employment, so consider also any private, social, leisure, voluntary and domestic responsibilities you have where relevant skills have been developed.

Please check the closing date and allow time to submit your application through the school website. If you are called for interview, you will be asked to sign a paper copy of your application to ensure the declaration requirements are complete

DISABLED APPLICANTS

If you are a disabled person and may not be able to meet some of the job requirements because of your disability, please specify this in your application. If you meet all other criteria, you will be short-listed, and we will discuss with you if there are ways in which the post can be modified to meet your needs.

EQUAL OPPORTUNITY EMPLOYER

Red Kite Learning Trust is an equal opportunity employer committed to the elimination of discrimination throughout its employment practices. Selection criteria procedures will be reviewed frequently to ensure that individuals are selected and treated based on their merits and abilities. All information is treated in confidence and personal information submitted as part of the Equal Opportunities questions will not form part of your application; the shortlisting panel do not have access to this information.

REHABILITATION OF OFFENDERS

The post you are applying for requires you to have a Disclosure & Barring Service check and you will be required to disclose full details of your criminal history prior to your interview. Having a criminal record is not necessarily a bar to obtaining a post. This information may be discussed with you at your interview in order to assess job related risks, but we emphasise that your application will be considered on merit and ability and you will not be discriminated against unfairly. Failure to disclose this information will result in any offer of employment being withdrawn.

A DBS check will be carried out for successful applicants – this check for disclosure of criminal history will include spent convictions, pending prosecutions/current court proceeding and police enquiries. In the event of employment, any failure to disclose such convictions will normally result in dismissal by the Trust. Any information given will be completely confidential and will be considered only in relation to this application.

We have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.

CANVASSING

You must not try to influence any current employee or member of the school governing body or Trust, to act in your favour as this will disqualify you. If you are related to a current employee, governor or Trust member, you must indicate this in the relevant section of the application form.

REQUIREMENTS FOR REFERENCES

At least one of the references should be your current employer. If you are not currently working with children, but have previously done so, then you must include a referee from the last post where you worked with children. If you have not been in recent paid employment, referees should be appropriately qualified to provide confirmation of your suitability for employment. Referees will normally be contacted before interview where possible. You should be aware that your referees will be asked if, in relation to you, they are aware of any Child Protection allegations or issues of a similar nature.

SHORT-LISTING & INTERVIEWS

Applicants who meet the requirements will normally be short-listed for interview, however, places for interview will need to be limited to a manageable number. In addition, the School may conduct tests and/or written exercises in appropriate circumstances and you may be asked to undertake such exercises as part of the selection process.

At the interview, the panel will ask questions which are intended to allow you to expand on your application and to demonstrate how you meet the requirements of the post. This is also your opportunity to ask questions relating to the job. You will also be asked for your views on the importance of safeguarding children and provide evidence of your suitability to work with young people through your responses to interview questions.

SALARY SCALES & INCREMENTS

Administrative, Professional, Technical & Clerical (APT & C) Grades relating to Operational Staff
– Progression on the salary scale is by annual increment until the maximum within the grade is reached, subject to at least 6 months service in the grade and a satisfactory performance review and levels of attendance by that date.

Teachers – The terms of the relevant year's Pay and Conditions Document will apply.

PRE-APPOINTMENT CHECKS

Permission to Work in the UK

Please note that we can only consider applications from EU citizens and those holding valid UK visas.

At Interview - Under the Asylum and Immigration Act 1996 the School must ensure that you have permission to work in the United Kingdom. No offer of employment can be made without verification of proof of identity. You will need to submit one of the original documents included in List 1 below, or two original documents specified in List 2 below:

List 1

- A passport showing that the holder is a British citizen, or has a right of abode in the United Kingdom
- A document showing that the holder is a national of a European Economic Area country or Switzerland. This must be a national passport or identity card.
- A resident permit issued by the Home Office to a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work you are offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

List 2

- First Combination of two documents
 - o A document giving the person's permanent National Insurance Number and name. This could be a P45, P60, National Insurance card, or a letter from a Government agency.
- Plus, one of the following documents
- o A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents; OR
 - o A birth certificate issued in the Channel Islands, the Isle of Man or Ireland; OR
 - o A certificate of registration or naturalisation stating that the holder is a British citizen; OR
 - o A letter issued by the Home Office to the holder which indicates that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay; OR

- An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay; OR
- A letter issued by the Home Office to the holder which indicates that the person named in it can stay in the United Kingdom, and this allows them to do the type of work that you are offering; OR
- An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay in the United Kingdom, **and** this allows them to do the type of work that you are offering.
- Second Combination of two documents
 - A work permit or other approval to take employment that has been issued by Work Permits UK Plus, one of the following documents
 - A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question; OR
 - A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.

Qualifications

At Interview - Evidence of qualifications relevant to the post and proof of Qualified Teacher Status (if applicable) will also be required. We can only accept original certificates. If you cannot produce original documents or certified copies, written confirmation of your relevant qualifications must be obtained from the awarding body.

Proof of Identity

At Interview - In accordance with *Keeping Children Safe in Education*, we must see proof of your identity and evidence your name, date of birth, address and see some form of photographic identity.

At Appointment - In accordance with Safer Recruitment guidelines designed to protect young people, we will check your suitability to work with children. You will need to undertake an Enhanced Disclosure via the Disclosing and Barring Service (DBS), involving completing an electronic application for this purpose and provide original supporting documents. A copy of the DBS Code of Practice can be made available on request.

Medical Clearance

At Appointment - Verification of your medical fitness is required and again you will be asked to complete a form. You will not be able to start work, for insurance purposes, until medical clearance has been received.



Policy Statement on the Recruitment of Ex-Offenders

Harrogate Grammar School as part of the Red Kite Learning Trust, is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- As an organisation using the Disclosure & Barring Service (DBS) to assess applicants' suitability for positions of trust, Red Kite Learning Trust complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. They undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- Red Kite Learning Trust is committed to the fair treatment of their staff, potential staff or users of their services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- We have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is provided through our E-Application Form, which is viewed by a designated person within the Red Kite Learning Trust; we guarantee that this information is only seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows Red Kite Learning Trust to ask questions about your entire criminal record we only ask about the "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in Red Kite Learning Trust who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal of an offer of employment.
- We make every subject of a Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- Having a criminal record will not necessarily bar you from working with us; this will depend on the nature of the position, the circumstances and background of your offence/s.

(Source www.disclosures.gov.uk)