



Collingwood
College
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Collingwood College Recruitment Information

Assistant Network Manager



Dear applicant,

Our vision for Collingwood is to be the College of first choice for all our parents and we are currently on a journey to move from Ofsted Good to Outstanding.

Our students are the focus of everything we do. We have found that by listening to students' views and offering them the opportunity to work with each other, staff and governors, they are an integral part of our relentless drive for improvement.

Collingwood College offers all students an inclusive, flexible and stimulating educational experience. With a strong emphasis on personal development and a very wide range of leadership opportunities and extra-curricular activities, we are able to offer challenges that motivate and appeal to all individuals.

Our academic performance is consistently high and in recent years students have achieved excellent results at pre and post 16 level. In 2021, the percentage of students who gained 5+ good passes at GCSE was 81% and in the sixth form 59% of qualifications were at A*-B (or equivalent). This continued level of success is down to the hard work of our students and their teachers.

We believe that our staff are the foundation upon which the success of the College depends and recognise that our employees are the most important asset of the College.

We empower our employees to utilise their talents and skills to make a positive and significant contribution to the quality of teaching, learning and personal development that the College provides for its students.

We look forward to receiving your application for this post.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Eden Tanner', with a long horizontal flourish extending to the right.

Mr Eden Tanner
Principal

Introduction

Collingwood College is one of Surrey's largest and most successful secondary schools for students aged 11-19. We have more than 1700 students in Years 7 to 11 and our Sixth Form and around 250 excellent teaching and support staff, all of whom are dedicated to ensuring that all our students fulfil their potential and enjoy to the full their secondary education.

Collingwood College is committed to developing responsible, aspirational, independent, happy and well-rounded young people with the self-belief to reach their goals.

Our work is supported by our core values and driven by our belief in equality and respect for others.



Young people at Collingwood fulfil their potential, are proud of who they are, are committed to lifelong learning and leave the College well-equipped to meet the challenges of the 21st Century; positively contributing to society both economically and socially.

As a comprehensive school specialising in technology and applied learning, we welcome students of all abilities. The College offers an outstanding range of educational and extra-curricular opportunities, which few other schools can match. The website provides you with an insight into the many benefits and advantages that a Collingwood education offers.

Technology specialism means that at Collingwood every subject area uses technology to enhance student learning within their curriculum and particularly STEM subjects (Science, Technology, Engineering and Mathematics). The College's very successful Ofsted inspection in January 2017 confirmed it to be a good school with outstanding leadership and management.



Academic performance at GCSE and A Level is impressive and our relentless focus on English and Maths ensures results at GCSE are consistently high. Able students are stretched with, on average, 20% of the cohort achieving 5 or more 7-9 grades each year.

The diverse talents of our students supported by committed and experienced staff are key factors in the success of the College. All Collingwood

students are offered a wide range of personal development and leadership opportunities within their curriculum. The contribution of extra-curricular activities such as the College's Duke of Edinburgh Award Scheme, the PiXL Edge Leadership programme, the wide-ranging educational visits programme, which includes visits to our partner school in Shanghai, ski trips to Europe and the USA, student visits to France and Spain and annual international expeditions are significant.

Investment in IT has been a significant factor in the College's success in recent years as rapid progress has been made towards delivering the objectives of a five-year IT strategy adopted in 2019.

Working with us at Collingwood

Collingwood College employs around 120 teaching staff and a similar number of support staff across the following areas: finance, IT, HR, administration, department technicians, learning support and estates.

We believe that our employees are the foundation upon which the success of the College depends. We recognise that our employees are the most important asset of the College and we ensure that their talents and skills are well managed, nourished and developed.

We believe that every employee should be empowered to make a positive and significant contribution to the quality of teaching, learning and personal development that the College provides for its students.

Collingwood College is an equal opportunities employer. The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

A recent anonymous staff survey showed that **94%** of staff enjoy working at the College, **97%** of staff are proud to work for the College and **97%** of staff believe the College is well led and managed.

Supporting staff wellbeing is a major priority for the College, with the range of support and benefits provided to staff exceeding those available in most other schools.

We have taken the following measures to enhance staff wellbeing:

- We have a network of Mental Health First Aiders who can provide guidance and support to anyone experiencing a mental health issue or emotional distress.
- All staff and their immediate family have access to a 24-hour Employee Assistance Programme telephone helpline and can access 1:1 counselling.
- Introduced three well-being weeks in the College calendar where there are no staff meetings and instead a range of activities such as mindfulness, yoga and power walking are available.
- A monthly wellbeing newsletter is shared with all staff, highlighting wellbeing activities, hot topics and staff benefits.
- All staff can access a health cash plan to help with routine health and dental expenses.
- INSET time is used in a creative way to allow for greater flexibility with term dates.
- Staff are issued with IT devices appropriate for their role to support ways of working which reduce workload.
- The College operates a weekend email shutdown.

The role

The Assistant Network Manager is a newly created role aimed at optimising network performance and delivering outstanding IT support services to users across the College. The Assistant Network Manager will work closely with other members of the IT Support Department and deputise for the IT Systems Manager as required to proactively manage the College's network, maintain the availability of services and devices, and respond quickly and effectively to support requests of varying complexity.

This opportunity comes at an exciting time as the successful applicant will play a key role in supporting the continuing delivery of major upgrades to the College's core network infrastructure and cloud transformation over the next 2-3 years. The Assistant Network Manager will have the opportunity to provide their input in the development of the College's long-term strategy in this area and develop their own technical and managerial skills to ensure continuous best-in-class service and performance.

The department

The IT Support department at Collingwood College performs a crucial role in supporting the essential operational activities of the College. The growing importance of IT to curriculum delivery provides exciting opportunities for innovation and development and a varied workload.

In addition to the daily support and maintenance activities, the department contributes to the ongoing development of the College's business resilience by strengthening cyber security, implementing measures to mitigate the risks of network downtime or data loss and developing disaster recovery plans.

The department comprises a small, extremely capable team assisted by an external third-line support provider who all work closely together to provide an excellent customer-focussed service to students, staff and other users of the College's network.

The department is led by the IT Systems Manager with overall responsibility for the department held by the Business Manager.

Key systems

- Microsoft 365
- Microsoft Exchange
- Microsoft SharePoint
- Microsoft OneDrive
- Microsoft OneNote
- Microsoft Teams
- Windows Operating Systems
- Windows Server
- Backups
- SIMS - MIS Application
- Edulink

Application process

An application form can be obtained on our website www.collingwoodcollege.com. Completed application forms should be returned to the HR department hr@collingwood.surrey.sch.uk

Closing date; 13 May 2022

Suitable candidates may be interviewed before the closing date and Collingwood College reserves the right to make an appointment before the closing date. Early applications are therefore strongly encouraged.

Collingwood College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS check.

Interviews

Shortlisted candidates will be invited to attend an interview at the College which will involve a technical exercise and interview with the selection panel.

Provision will be made for the interview programme to be conducted remotely over Microsoft Teams in the event of COVID-19 restrictions preventing face-to-face meetings.

Probationary periods

All posts are subject to a probationary period. For support staff this is typically six months. Collingwood College's Probationary Policy is available upon request.

Working pattern

Full time. 36 hours per week, 8am to 4pm Monday to Friday.

Remuneration and benefits

The successful candidate will be appointed to the College's generous pay scale at a level commensurate with the responsibilities of the post and their experience.

The starting salary for the post will be **£24,920 to £27,513**

The post-holder will have an **annual leave entitlement of 26 days**, rising to 30 days after 5 years' service.

Other benefits include:

- Membership of the Local Government Pension Scheme (LGPS)
- Loan of IT devices for professional use – Microsoft Surface Pro, iPhone
- Bupa Healthcare cash plan – potentially worth £750+ per year
- 24/7 access to an Employee Assistance Programme for staff and their families
- Cycle to Work Scheme – savings of up to 47% on new bikes worth up to £3,000
- Exclusive savings, discounts and offers through My Staff Shop – 150+ retailers e.g. Amazon, Costa, John Lewis, Sainsburys, Nandos, Premier Inn, National Trust
- Outstanding facilities, including free on-site parking and access to the College's five catering outlets, including the Sixth Form café

Training and development

At Collingwood we are committed to providing a well-structured staff development programme to enhance personal and team development. All new staff receive the following training:

- Collingwood College induction
- Mandatory and compliance training including safeguarding, fire safety, data protection and health and safety
- Training linked directly to the job role, which may be delivered by other colleagues or external trainers

In addition, the College provides the following professional development opportunities:

- Access to other College-led training as detailed in the termly training calendar
- Access to fully funded training outside the College, including apprenticeships, linked directly to your role or career aspirations

Job Description – Assistant Network Manager

Reports to:	IT Systems Manager
Job purpose:	<ul style="list-style-type: none"> • Provision and maintenance of high-quality IT services to all College users in collaboration with the IT Systems Manager
Key responsibilities:	<ul style="list-style-type: none"> • Provide outstanding customer service for core IT infrastructure across the College, ensuring the availability of services and data to all stakeholders. • Support the IT Systems Manager to manage and develop IT provision across the campus, deliver strategic IT objectives and coordinate the work of IT technicians • Deputise for the IT Systems Manager when required
Main duties:	<ul style="list-style-type: none"> • Support the effective design and delivery of the College's IT strategy and deliver delegated IT projects successfully • Develop and maintain excellent working relationships with colleagues and discharge the responsibilities of the post professionally to deliver outstanding customer service to all College IT users • Undertake day to day management of the College's IT infrastructure • Use the IT helpdesk to prioritise, assign and resolve tasks and monitor network performance and ongoing issues • Provide a high level of first time fix for all incidents • To give appropriate advice on compatibility of hardware and software • To build and test software packages for deployment over the network • To maintain an awareness of developments in Edtech • Ensure system changes are managed and documented in a structured way, minimising disruption and downtime • Maintain the College's asset register • Ensure that data is secure and that the College's policies on data protection and data handling are adhered to • To provide training to College IT users • To manage Microsoft 365 services, identity and security: <ul style="list-style-type: none"> a. Exchange online and active directory (online and on site) b. Security c. SharePoint, OneDrive, Teams. • Ensure that backup and disaster recovery procedures are in place, tested and fit for purpose
Health and Safety:	<ul style="list-style-type: none"> • Be aware of individual responsibilities for health, safety and welfare and adhere to all College policies and procedures • Undertake training as required • Carry out other specific health and safety responsibilities if required, including acting as a fire marshal
Safeguarding:	<ul style="list-style-type: none"> • Promote and safeguard the welfare of children • Adhere to all College policies and procedures • Undertake training as required

CPD:	<ul style="list-style-type: none">• Undertake professional development opportunities identified with the support of your line manager to support continuous personal improvement and wider priorities set out in the College Improvement Plan
Other responsibilities:	<ul style="list-style-type: none">• Be available for emergency repairs and callouts as appropriate• Provide support for occasional College events outside your usual working pattern (time off in lieu arranged)• Carry out any other duties as may be reasonably required

Person Specification – Assistant Network Manager

CATEGORY	ESSENTIAL	DESIRABLE	EVIDENCE
Education and qualifications	<ul style="list-style-type: none"> • 5-9 or equivalent in English and Maths • Relevant professional qualifications <ul style="list-style-type: none"> ○ Foundation Degree in Computing/ and Network Systems ○ Level 3 extended diploma in IT ○ Level 2 BTEC diploma in computing ○ Certificate in ICT systems support level 2 	<ul style="list-style-type: none"> • Evidence of on-going training relevant to the role 	<p>Application Form</p> <p>Interview</p>
Professional experience	<ul style="list-style-type: none"> • Experience in contributing to the maintenance and management of an organisational IT network • Experience of working as part of a successful team • Experience of working successfully under pressure and in a customer service related environment 	<ul style="list-style-type: none"> • Successful experience in a school or other educational setting • Experience of managing others 	<p>Application Form</p> <p>Interview</p>
Skills, knowledge and aptitude	<ul style="list-style-type: none"> • Flexible approach to work as well as good organisational and communication skills • Ability to work collaboratively and effectively within a team environment 	<ul style="list-style-type: none"> • Ability to undertake in-house maintenance requirements wherever possible, thereby avoiding unnecessary expenditure 	<p>Letter of Application</p> <p>Interview</p> <p>Task/In Tray exercise</p>

	<ul style="list-style-type: none"> • Ability to work independently and to show initiative • Ability to work under pressure, prioritise and meet deadlines • Ability to promote a positive ethos and to role model positive attributes • Ability to build and maintain successful relationships with stakeholders and treat them consistently with respect and consideration 		
Personal attributes	<ul style="list-style-type: none"> • Professional approach • Able to liaise sensitively with colleagues and students • A friendly and approachable manner • Enthusiasm, determination and an insistence on the highest standards • Commitment to diversity and equality • Ability to contribute to the wider team • Commitment to safeguarding and child protection 		<p>Letter of Application</p> <p>Interview</p> <p>Presentation (if requested)</p>