



APPLICANT PACK

Trust ICT Technician

Nicholas Postgate Catholic Academy Trust



Letter to Applicants

Dear applicant,

We are delighted you have shown an interest in the role of Trust ICT Technician.

Within this application pack you will find:

- a) Information on how to access the online application form and additional forms related to this (these can be completed electronically and emailed)
- b) Job Description and Person Specification
- c) Further information about our Trust including our Benefits and Wellbeing package, along with information on the many advantages of living and working in the North East.



Applicants should return their completed application forms to recruitment@npcat.org.uk by the closing date, **Friday 29th October 2021 by 12 noon**. Any gaps in previous employment must be explained.

Should you wish to have an informal discussion about the role, please do not hesitate to contact Dan Jackson, Head of ICT by email at jackson.d@npcat.org.uk

As mentioned in the advertisement, a DBS disclosure is required for this post. It is important to note that:

Nicholas Postgate Catholic Academy Trust is committed to safeguarding and promoting the welfare of children.

I would like to take this opportunity to thank you for your interest in this vacancy and wish you well with your application.

Hugh Hegarty CEO

NPQH | MSc | PGCCGC | BEd Hons | CTC



Forming lives ready to face the future

Why work for us?

The Nicholas Postgate Catholic Academy Trust family of 23 primary schools, four secondary schools, a sixth form and teaching school, promotes the dignity, self-esteem and development of every one of our pupils and staff.

Situated in Teesside and North Yorkshire, within the northern area of the Roman Catholic Diocese of Middlesbrough, our schools offer high-quality education, with a curriculum that meets requirements of our young people and gives them every opportunity to succeed in adult life.

We are dedicated to academic excellence and the spiritual, physical and moral development of all our 9,000 pupils, as well as the ongoing development and fulfilment of every one of our 1,000-plus staff.

Our Trust is a faith-based community. We provide modern facilities and a safe and secure environment that reflects and supports family values, where standards of behaviour are excellent and parental engagement and collaboration is central to our success.

Learning takes place in an atmosphere inspired by the spirit of Jesus Christ, in which his commandment to love God and neighbour nurtures a caring ethos that is expressed in relationships within and beyond our schools.

We are inclusive and are respectful of and engage with people of all beliefs, encouraging a culture of tolerance where people of diverse identities are recognised, welcomed, respected and cherished.

We seek to make a difference to the lives of all groups of children, working to ensure especially that the most vulnerable in our society are not disadvantaged.

Each school aspires for excellence and is on a journey of continual year-on-year improvement. They work in partnership with families and parishes to promote strong, positive links and have clear strategic aims built on our mission and values.

We:

- Celebrate and share the practice of our outstanding schools, leaders and teachers
- Are committed to excellent governance that challenges, supports and holds to account
- Have strong leadership at all levels
- Ensure our pupils receive outstanding teaching
- Offer a wide range of curricular and extracurricular experiences
- Develop parents and carers as active partners in their child's progress.

We are building a Trust where every child is at the heart of everything we do, where every child is valued, where every family is supported and where every aspiration and every dream can be realised.

“True education enables us to love life and opens us to the fullness of life”

– Pope Francis

Proud to Serve Teesside and North Yorkshire



The area we serve is one of the friendliest and most beautiful places you could choose to live and work in.

With an international reputation for innovation and an exciting mix of modern, cosmopolitan and historic culture, the region includes vibrant cities, quaint villages, an outstanding coastline and stunning countryside. Here are just a few reasons you should live here:

Affordable homes

We have some of the lowest house prices in the UK, with an average North-East house price of just £132,769, compared to £250,677 in England as a whole (September 2019 figures).

Friendly people

We are famous for our friendliness and hospitality. Wherever you go, you'll always find a warm welcome and ready smile.

Arts and culture

Museums and galleries include Middlesbrough Institute of Modern Art (mima), the Captain Cook Birthplace Museum, the Dorman Museum, with its collection of Christopher Dresser-designed Linthorpe Pottery, and Kirkleatham Museum, home to the superb Anglo-Saxon princess treasure exhibition.

Entertainment and leisure

The region boasts large venues, international music festivals, Michelin star restaurants and a vibrant nightlife. It is home to Middlesbrough Football Club and countless grassroots clubs for adults and children, cricket and rugby teams and world-class golf courses. Our coastline offers diving, sailing and some of the world's best surfing at Saltburn and you can enjoy watersports at Tees Barrage International White Water Course.

Outstanding countryside

We have some of the best countryside you'll find anywhere in the UK, including the stunning North York Moors and Dales. Even if you choose to live in one of our larger towns you can always be in the countryside or by the sea in less than half an hour.

Excellence in education

The region boasts many great schools, including four NPCAT primaries that were named in the *Sunday Times* top 250, and Teesside University is also based in Middlesbrough. Famous people educated in NPCAT schools include musicians Chris Rea and Paul Rodgers, Middlesbrough MP Andy McDonald and Mayor Andy Preston, government advisor Sir Martin Narey, impressionist Kevin Connolly, TV personality Chris Kamara, Middlesbrough FC chairman Steve Gibson and Keith Houchen, who scored in the 1987 FA Cup final.

Strong transport links

Teesside International Airport has three daily flights to Amsterdam operated by KLM, allowing easy connection to anywhere in the world, while Leeds-Bradford and Newcastle airports are also close by and we have excellent rail and road links to the rest of the country.



The Diocese of Middlesbrough

NPCAT is one of three multi-academy Trusts responsible for the running of schools within the Roman Catholic Diocese of Middlesbrough.

The diocese was founded on December 20 1878 when the Diocese of Beverley, which had covered all of Yorkshire, was divided.

Today, the diocese covers an area of 4,000 sq km in the historic counties of North Yorkshire and the East Riding of Yorkshire, together with the city of York.

Bishop of Middlesbrough the Rt Rev Bishop Terence Patrick Draney provides Catholic schools:

- To help him as first educator of the diocese in his mission of making Christ known to all people.
- To support parents who at their child's baptism accepted the responsibility of raising their child in the Catholic faith.
- To be at a service to their local church, parish and Christian home and to ensure our children give such service to the wider society.

NPCAT is responsible for schools in the boroughs of Middlesbrough, Redcar & Cleveland and parts of Stockton and the county of North Yorkshire.

It is our mission to contribute to the creation of a society that is highly educated, skilled and cultured.

Our schools must educate the whole child, ensuring they develop spiritually and also achieve their full academic potential.

We see parish and school partnership as fundamental to the missionary role of Catholic education.

Each school has a central place in parish life and where a school serves more than one parish, chaplaincy work in school ensures that the appropriate steps are taken to have equal engagement across them all.

We ensure our schools come together to celebrate Mass, with the highlight of the year being the annual celebrations on feast days.

We also come together as a Trust for carol services at St Mary's Cathedral in Middlesbrough during Advent.

Our schools serve the following parishes:

Brotton, St Anthony of Padua
Guisborough, St Paulinus
Ingleby Barwick, St Thérèse of Lisieux
Loftus, St Joseph and Cuthbert
Marske-by-the-Sea, St Bede
Middlesbrough, Corpus Christi
Middlesbrough, Holy Name
Middlesbrough, St Clare of Assisi
Middlesbrough, St Francis of Assisi
Middlesbrough, St Joseph
Middlesbrough, St Mary's Cathedral
Middlesbrough, St Patrick (Sacred Heart)
Middlesbrough, St Thomas More
North Ormesby, St Alphonsus
Nunthorpe, St Bernadette
Ormesby, St Gabriel
Redcar, Blessed Nicholas Postgate (Sacred Heart & St Augustine)
Saltburn, Our Lady of Lourdes
Staithes, Our Lady Star of the Sea
Teesville, St Andrew's Parish
Thirsk, All Saints
Thornaby, Christ The King
Thornaby, St Patrick
Whitby, St Hedda's
Yarm, St Mary and Romauld

Employee Benefits and Wellbeing



NPCAT recognises the importance of staff welfare and a managed workload and this is reflected in the way we treat our people.

As a responsible and caring employer, we appreciate and value each of our staff. Their holistic health and wellbeing are vital to enabling all of us to maintain the optimum work-life balance.

We see exceptional staff welfare as an essential element towards enabling us to develop a rich, nurturing climate for learning across all our schools.

We offer a broad package of emotional and practical support to our colleagues.

We are clear about our expectations of employees and offer a positive, transparent and supportive working culture in return.

We offer:

- Competitive pay
- Defined benefit pensions
- Performance-related pay progression and recognition of additional responsibilities
- Annual cost of living adjustment
- On-site parking at our school premises
- Support with parking and subsistence costs where appropriate.

Additional benefits include access to:

- Tusker Car Salary Sacrifice Scheme
- Everybody Benefits discount and reward platform
- Health Cash Plan
- Cycle2Work scheme

NPCAT is committed to equality of opportunity and will not tolerate any harassment, intimidation, discrimination or victimisation.

We encourage staff to undertake training and development and to explore new challenges within the Trust wherever appropriate.

Training, Development and Progression



We offer a comprehensive training package that caters for all staff from future Initial Teacher Training pupils through to chief executive officer, as well as non-teaching staff.

This is delivered via our partnerships with national continuous professional development (CPD) trainers such as the Ambition Institute.

Our evolving team of standards advisers support school leaders in providing individually tailored coaching and mentoring.

We also offer a range of appropriate courses for staff in a variety of roles, including business and school administrators, teaching assistants and pastoral support staff.

Early career teachers benefit from a comprehensive professional development programme delivered in collaboration with the Ambition Institute.

A combination of face to face and remote sessions involving online training videos and materials cover the range of competencies in the Early Career Framework.

Teachers with between two and four years' experience currently have access to the Accelerate Programme, a Department for Education sponsored development course covering key aspects of pedagogy.

Aspiring middle leaders and aspiring senior leaders engage in National Professional Qualification for Middle Leadership (NPQML) and National Professional Qualification for Senior Leadership (NPQSL) courses through Inspiring Leader.

Leaders currently in post engage with the Ambition Institute on, for example, Excellent Middle Leaders Courses or School Curriculum Leadership.

Aspiring headteachers undertake National Professional Qualification for Headship (NPQH) and existing headteachers can continue to progress through their National Professional Qualification for Executive Leadership (NPQEL) qualification.

Teaching assistants can benefit from full and comprehensive training courses delivered by our own St Clare's Catholic Primary Teaching School in Middlesbrough.

All staff can access training relevant to current needs, through partnerships with organisations such as the Research School's Network and Leeds Carnegie Centre of Excellence for Mental Health.

In addition to face to face sessions, staff at all levels can undertake accredited courses from Level 1 upwards covering bespoke topics specific to their roles, such as Understanding Autism and Managing Challenging Behaviour.

Central Services and business and administrative staff receive training on key aspects of their roles identified in conjunction with their team leaders.

Job Advert

Required:	As soon as possible
Salary:	Grade G SCP 12-15 (Actual Salary £22,183 - £23,542)
Hours:	37 hours per week, Whole Time
Contract Type:	Permanent
Location:	Nicholas Postgate Catholic Academy Trust, TS4 3JP

Nicholas Postgate Catholic Academy Trust is a family of 27 schools, a sixth form and teaching school from across the north of the Diocese of Middlesbrough. With more than 9,000 pupils and 1,200 staff, the Trust is now the North East's largest Catholic Trust and the second largest Catholic Multi Academy Trust in the UK.

This is an outstanding opportunity for a suitably experienced professional to be part of a team developing and managing IT Services across our 27 schools. The role will be focused on IT support to both our primary schools and secondary schools.


A relevant ICT qualification or equivalent work experience is required along with experience of finding creative solutions to IT related tasks, experience in a technical support role, including hardware/software/operations and systems including server and network experience. An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS, and an understanding and working knowledge of PC hardware, and PC applications/operations systems specifically Windows 10 is essential.

Own transport is a requirement as the successful candidates will be travelling between sites within Middlesbrough, Redcar & Cleveland, Stockton and Egton Bridge.

Please refer to the Job Description and Person Specification for further information regarding this position.

Closing date: Friday 29th October 2021, 12 noon

Interview: Friday 5th November 2021



Please refer to the back cover of the application pack for details of how to apply for this position.

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks. The successful candidate will be required to sign a Catholic Education Service contract.

Job Description

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment.

Post title: Trust ICT Technician

Grade: G SCP 12-15

Responsible to: Head of ICT

Job Purpose

To support the operational delivery of the Trust's IT services support to NPCAT schools, ensuring an effective and responsive service.

Main Responsibilities

General

- To support the IT Team Leaders in the day to day running of the Trust's network and IT systems
- To maintain and develop the Trusts' IT resources for safe, effective use by staff and pupils
- To implement procedures and provide technical support in line with the Trust's IT support requirements
- To maintain an appropriate inventory of hardware and software licenses across the Trust.
- To investigate reported faults, support requests and to proactively take action on these requests in line with agreed service standards and KPIs.
- To support and advise pupils and staff in the appropriate use of IT.
- To support the use of the Trust's IT Help Desk system that ensures requests for work are prioritised and completed in line with agreed standards.
- To be responsible for the Trusts audio visual systems including digital signage systems
- 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

- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly
- Maintain common hardware found in each academy within the Trust; install applications and troubleshoot basic problems
- Maintain, upgrade and repair a wide range of PCs and peripherals including printing systems, network attached printers, network attached scanners, and mobile wireless devices; install complete applications
- Detect, diagnose and resolve PC, peripheral and application errors
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies
- Updating of student user accounts and generating new accounts when necessary following the academy username policy
- Carry out basic safety checks, ensuring cabling and services do not pose a hazard
- Follow relevant H&S procedures and raise awareness among staff, pupils and others. Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use
- Record and retrieve information in the Trust's asset management database
- Work to and give guidance to others on the IT acceptable use policy
- Note risks to IT systems and suggest precautions; follow extended maintenance procedures
- Observe the Trusts backup plan, virus protection and security procedures and report problem that arise in these areas
- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation
- Proactively respond to support requests according to Trust procedures, recording detailed diagnostic information and using appropriate knowledge base's/logs to make diagnosis and resolution
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible
- Identify possible IT requirements and work with the IT Team Leaders to outline solutions
- Maintain stock levels of toner for departmental printers and raise purchase requisitions when required
- Work as part of a team and adopt flexible working practices
- To attend and participate in meetings within the Trust as required
- Occasional inspection of cables in floors and ceilings, lifting and transporting of moderately heavy objects, such as computers and peripherals. A substantial amount of work involving visual display units.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.
- To comply with Health and Safety policies, organisation statements and procedures, report any incidents/accidents/hazards and take a proactive approach to health and safety matters in order to protect both yourself and others.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Line Manager may determine.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE

Person Specification

Stage	Essential		Desirable	
Qualifications & Training	E1	A relevant ICT qualification or equivalent work experience	D1	Evidence of sustained CPD in an ICT related area
Knowledge & Experience	E2	Some experience of finding creative solutions to ICT related tasks	D2	Experience of working in a school or other public sector ICT team
	E3	Some experience in a technical support role, including hardware/software/operations and systems including server and network experience		
	E4	An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS		
	E5	An understanding and working knowledge of PC hardware, and PC applications/operations systems such as Windows 10.		
Skills	E6	Good problem solving skills		
	E7	An Ability to work to deadlines		
	E8	Good communications skills, both verbal and written		
Personal Attributes	E9	A willingness to work flexibly, sometimes outside of normal core hours, in response to service demands	D3	Ability to self-evaluate CPD needs and to seek out new learning opportunities
	E10	Ability to show patience when dealing with people and situations		
	E11	Ability to build and sustain effective working relationships		
	E12	A willingness to develop and Learn new skills		

Special Requirements	E13	Commitment to the Catholic ethos and aims of the Academy Trust		
	E14	Ability to travel regularly between schools within the Multi Academy Trust		
	E15	An understanding of safeguarding and child protection requirements		



How to Apply

Application form and further information is available from:

npcat.org.uk/current-vacancies

Applicants should complete and return a **Support Staff Application Form, Recruitment Monitoring Form and Consent to Obtain References** to:
recruitment@npcat.org.uk

Should you be shortlisted for an interview, you will be required to complete a Rehabilitation of Offenders Disclosure Form.

Job Description: This informs you of the main responsibilities for the post and explains what we are looking for. It informs you about the personal and professional qualities you need for this post. These criteria will be used to make the appointment.

Person Specification: This specification sets out which criteria will be used to shortlist candidates for interview.

If you require any additional information about this post, please contact Dan Jackson, Head of ICT via email: **jackson.d@npcat.org.uk**

Thank you for your interest in NPCAT. We look forward to receiving your application.

Please note that If you do not hear from us within 2 weeks from the closing date you are to assume your application has been unsuccessful on this occasion.

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks.

