



# TRUE LEARNING PARTNERSHIP



Trust Central Team

Senior IT Technician Recruitment Pack

<https://www.truelearning.org.uk/vacancies>



## ASPIRATIONAL

We encourage everyone to dream big and pursue excellence.



## COLLABORATIVE

We work together, valuing diverse perspectives and shared success.



## COMPASSIONATE

We act with kindness, respect, and a genuine desire to serve others.



## CURIOUS

We foster innovation and a love of learning for all through inquiry and creativity.



## INCLUSIVE

We ensure everyone feels valued, supported, and able to contribute fully.



## TRUE LEARNING PARTNERSHIP

### Our Mission

To inspire and empower every individual within our trust to achieve their fullest potential.

We are committed to providing a safe, inclusive, and innovative learning environment where compassion and collaboration thrive. Encouraging high aspirations, courage and curiosity, we equip all members of our community with the skills, confidence, and character to make a meaningful, positive impact in their communities and beyond.



Inspiring the best in everyone

# Welcome to the True Learning Partnership

Dear Candidate,

Thank you for your interest in the role of Trust Senior IT Technician (Primary) at the True Learning Partnership.

True Learning Partnership is a cross-phase Multi-Academy Trust made up of five schools, brought together by a shared commitment to collaboration, inclusion and high standards. Everything we do is rooted in our belief that children, families and communities should be at the heart of education. As our Trust continues to grow and develop, how we communicate who we are, what we stand for and what we offer has never been more important.

Key Responsibilities of this role:

- Provide expert IT support to schools and the central team, ensuring seamless operation and troubleshooting technical issues.
- Oversee the IT help desk, efficiently allocating tasks and ensuring timely resolution of tickets. Handle escalated issues, using advanced troubleshooting skills to find solutions.
- Maintain and update the asset register, ensuring accurate records of all IT equipment and resources within the Trust.
- Participate in IT projects and implementations, staying at the forefront of technological advancements and making meaningful contributions to our IT infrastructure.

**Please see the Job Description & Person Specification for more details**

The role is primarily focused on supporting our Primary schools, while also providing additional capacity to our existing High School IT teams. The successful candidate will be required to travel to all current and future schools within the Trust.

To apply, please submit your application via My New Term. Your supporting statement should clearly outline the skills, experience, knowledge, and personal qualities you would bring to the role, and explain how these align with the vision and values of the True Learning Partnership.

We hope you are excited by the opportunity to work with dedicated and forward-thinking colleagues to support meaningful and lasting impact across our schools. If this sounds like the right role for you, we would very much welcome your application.

Professor Geoff Baker,  
Chief Executive Officer

## Job Description & Person Specification

**Role:** Trust IT Senior Technician (Primary)

**Salary:** Cheshire East Grade 6

Actual salary range £28,598 - £31,022 (FTE) (based on 25/26 pay scales)

**Contract:** Permanent, Full Time (37 hours) and Full Year contract

26 days annual leave which increases to 31 days after 5 years' service

### Core Purpose

To ensure high-quality IT support for staff and students across all Trust schools and the Trust Central Team, accurately record and update issues on the IT Services Helpdesk and resolve them within agreed timeframes.

No	Main Responsibilities
1	Support and assist in managing the Trust IT network(s), including the curriculum and administration systems, to ensure that the school's educational and business needs are met.
2	To deliver an approachable, positive, responsive and proactive service at all times.
3	Effectively manage the IT Support helpdesk to ensure that all helpdesk calls are prioritised, delegated and dealt with appropriately. Escalating where necessary in accordance with policies and procedures and service level agreements as directed by the Director of ICT and Network Operations.
4	Assist in procuring and installing software on school network(s) and manage the administrative system.
5	Support with arrangements for securing the school's data, both curriculum and administration, to ensure that adequate backup and disaster recovery plans are in place.
6	Provide supervision and support to the Trust IT Technicians as directed by the Director of ICT and Network Operations.
7	Support staff and students by troubleshooting computer systems to meet curriculum needs.
8	Ensure maximum equipment availability and usage by repairing and advising staff on equipment and cabling.
9	Install and maintain computer networks, ensuring up-to-date anti-virus and software under the direction of the Trust IT Team.
10	Ensure all users can fully utilise systems by providing software support and producing user-friendly guides under the Trust IT Teams direction.
11	Assist with email, internet, and website development and maintenance for the schools.
12	Undertake personal, and professional development and respond to the changing needs of the job.
13	Support the management and administration of the school's MIS system. Consult with internal and external support desks to resolve system issues.
14	Provide ICT training across all trust schools as required.
15	Some out of hours working will be required to support school events, such as open evenings and parents' evenings which take place throughout the year.

## Role Requirements

<b>QUALIFICATIONS AND TRAINING</b>	
<b>Essential</b>	<b>Evidence</b>
To have GCSE or equivalent including Mathematics and English at Grade C/Level 2 or above	AF
To have excellent organisation and communication skills	AF
<b>Desirable</b>	
To have recent experience of working with networks, servers, PCs, email and security systems	AF
<b>RELEVANT SKILLS AND EXPERIENCE</b>	
<b>Essential</b>	
To have some knowledge of IT systems and software	AF
To have experience of working in a demanding environment and remain calm under pressure	I + R
To be able to work with a range of staff, students and outside agencies	I + R
<b>KNOWLEDGE AND UNDERSTANDING</b>	
<b>Essential</b>	
To be able to manage competing demands	I
To be aware of unique demands of working in a school environment.	AF + I
To be capable of learning new technologies	I
To be approachable and flexible to ensure successful outcomes	I
<b>INTERPERSONAL SKILLS</b>	
<b>Essential</b>	
To possess high quality interpersonal and communication skills	AF + I
To be able to show initiative and implement change	I
To be able manage your own workload	I + R
To be able to work as a member of a team	I + R
<b>ABILITIES</b>	
<b>Essential</b>	
To demonstrate commitment, reliability and integrity.	I + R
To display commitment to the protection and safeguarding of children and young people	AF + I
To have the ability to relate to and promote the ethos of the Trust	AF + I
To have excellent attendance and punctuality	R+I
To be willing to undertake training as required	AF + I
To be committed to promoting equal opportunities in the widest context.	I

### Key to evidence source:

AF = Application Form

I = Interview

R = Reference

### Mobility

The position requires frequent visits to all schools within the Trust. Therefore, the post holder must possess a valid driving license and have access to a vehicle specifically for work-related purposes. This is not optional and is critical for fulfilling the responsibilities of the role.

# **Core Responsibilities for all Trust Employees**

## **Health & Safety**

All staff within True Learning Partnership are required to remain vigilant, observe all relevant Health and Safety policies and procedures, take reasonable care of their own and others' Health and Safety, report all accidents and incidents, and raise concerns through their line manager, the Director of Business & Operations, the site management team or another member of SLT as appropriate.

## **Equality & Diversity**

Staff employed by True Learning Partnership are expected to promote equality of opportunity for all students and staff, both current and prospective, and to support an environment that values diversity and respect. True Learning Partnership believes that all individuals are of equal value and we are committed to equal opportunities for all.

## **Data Protection**

All staff within True Learning Partnership have a responsibility to ensure that data they are responsible for is accurate and appropriate to the needs of the organisation, and that they are responsible for ensuring any personal data processed for any purpose or purposes in connection with their role in the Trust shall not be kept for longer than is necessary for that purpose or those purposes, in accordance with GDPR 2018.

## **Safeguarding & Child Protection**

True Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and adhere to, and comply with, the Trust's Safeguarding and Child Protection policy and procedures at all times.

Notwithstanding the detail in this job description, in accordance with the Trust's Flexibility Policy the job holder will undertake such work as may be determined by the CEO from time to time, up to or at a level consistent with the main responsibilities of the job.

## **Key Information regarding the Application Process**

### **To Apply**

Completed application forms should be submitted via My New Term.

Please **do not** include your name when completing your supporting statement.

Only completed application forms will be submitted for shortlisting, CVs will not be accepted.

### **Key Dates**

Closing date for applications: Friday 24 April 2026 at 10am

Interviews will take place on the commencing 27 April 2026.

### **Benefits**

At True Learning Partnership, we're proud to support our staff both in and outside of work. We're committed to your wellbeing, professional growth, and maintaining a healthy work-life balance.

Our benefits package includes a wide range of support and resources, such as wellbeing tools, a confidential Employee Assistance Programme (EAP), learning and development opportunities, and access to discounts on everyday spending and lifestyle services.

Other benefits include;

- Pension Scheme
- Cycle to Work Scheme
- Eye Care Vouchers
- Seasonal Flu Jabs
- Access to free CPD courses
- Strava – True Learning Runners

### **Safer Recruitment Information**

True Learning Partnership is an inclusive Equal Employment Opportunity employer that considers applicants without regard to gender, gender identity, sexual orientation, race, ethnicity, disabled or veteran status, or any other characteristic protected by law. We welcome applications from all individuals regardless of individual background or circumstance. Please note if you are shortlisted, an online search will be carried out before interview which may identify any incidents or issues that have happened, and are publicly available online, which we might want to explore with you at interview.

True Learning Partnership is committed to safeguarding and promoting the welfare of all children and young people and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people.

The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (one of which must be from the current/latest employer) and evidence of the formal qualifications required for the role.

## Trust Safeguarding Statement

True Learning Partnership recognises the important role that our schools and their staff have in the wider safeguarding system for children. ALL staff have a responsibility to provide a safe environment in which children can learn. True Learning Partnership fully adopts statutory guidance "Keeping Children Safe in Education" (September 2025).

True Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our schools are a safe place for children, where our responsibilities for safeguarding children are taken seriously. As a Trust, we are responsible for ensuring that all our schools have thorough and robust child protection and safeguarding policies and procedures.

Should you have safeguarding concerns regarding any pupil at any of our schools, please speak to one of the Designated Safeguarding Leads at that school.

True Learning Partnership Designated Safeguarding Officer is Catherine Holyland, Deputy Head Teacher at Poynton High School. If you wish to contact her directly please e mail [Cholyland@truelearning.org.uk](mailto:Cholyland@truelearning.org.uk)

True Learning Partnership Trust Board safeguarding representative is Julie Sutton. If you wish to contact them, please e mail [info@truelearning.org.uk](mailto:info@truelearning.org.uk) stating that the e mail relates to a safeguarding issue.

Our schools' Local Governing Bodies are regularly updated about child protection, bullying and safeguarding policies and practices by the relevant school Head Teachers, and other members of the Senior Leadership Team. This information is reported to the Trust Board.

For further details on roles and responsibilities, and recording information regarding Safeguarding, please see the Safeguarding Policy and Procedures documents held by each school in our Trust.



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PARTNERSHIP**

# Contact Us



True Learning Partnership

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