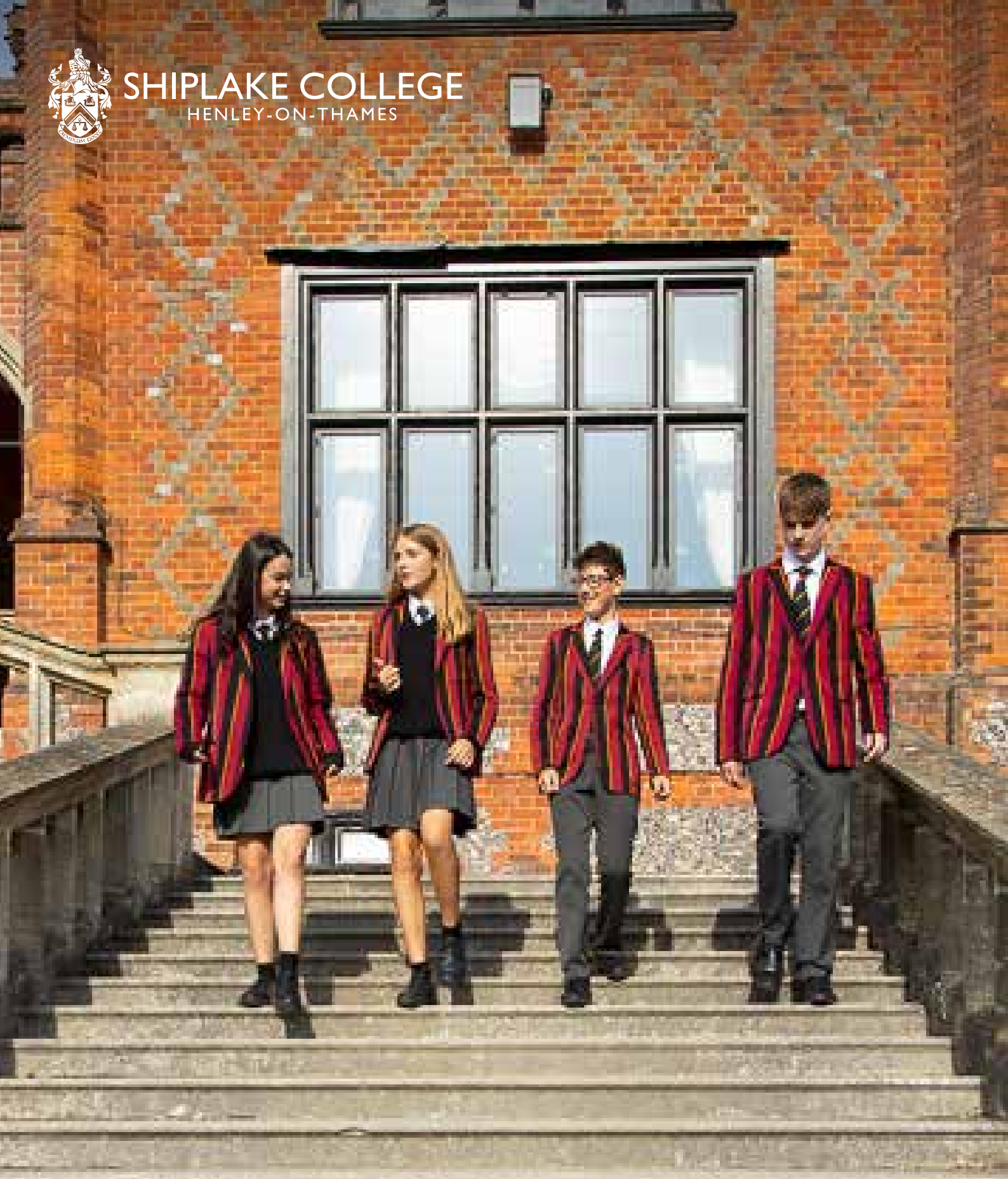




SHIPLAKE COLLEGE
HENLEY-ON-THAMES



IT Helpdesk Technician

Candidate Information Pack

To start in November 2026 | Full-time | Up to £35,000 per annum

Welcome from the Headmaster

Dear Applicant,

The word I hear mentioned most regularly when speaking to the pupils, parents, and staff of Shiplake College is 'community'. So, thank you for taking the time to consider the role of **IT Helpdesk Technician**, as it represents a wonderful opportunity to join our very special Shiplake community.

Shiplake College is an HMC co-educational boarding and day school offering a holistic education for around 620 pupils from Year 7 to Sixth Form. There has been a co-educational Sixth Form since 1998 and since September 2023 girls have been welcomed into Year 7, as we near the completion of our journey to become a fully co-educational place of learning. We are nestled in leafy South Oxfordshire, five minutes from Henley, and sit right on the River Thames. It is a beautiful place to work.

As well as providing a fantastic learning and living environment for young people, Shiplake offers an enjoyable, challenging and rewarding working environment.

We strive to recruit the best possible teaching and support staff to drive the College forwards and ensure we continue to provide the best possible rounded education for our pupils.

Above all, Shiplake is a school where we try to live out authentically our three core values – the Three Is – **Inclusive**, **Individual**, and **Inspirational**.

'Inclusive' is our cornerstone with our strong sense of community in which everyone has value and where the prevailing culture is one of kindness.

'Individual' represents our all-ability school in which we not only recognise but also celebrate that everyone is different - thank goodness for that! This is a personal best school.

And finally, 'Inspirational' - the pre-requisite at Shiplake is that everyone – students and staff alike - turn up each day with a smile, a positive attitude, and a willingness to engage with all aspects of school life.

Shiplake College is a school where academic rigour is non-negotiable, but character development is just as important. We strive to help students develop broad interests across a wide range of co-curricular areas, bolster self-esteem, and give a sense of our place in the wider world with the aim to make a positive difference to society.

Embracing the lifestyle at a busy and vibrant boarding school is paramount for anyone wishing to work at Shiplake. Knowing our pupils well enables us to ensure that they get the best from their education here, and this is a pivotal part of any role at the College. This is a great opportunity for the right candidate and 'fit' is very important to us.

Thank you for your interest in working at Shiplake College and, as we look to an exciting future, I hope that you will consider being part of that story.

Tyrone Howe



The College

Shiplake College is a thriving and relatively young HMC school. In September 2026 we welcomed just over 620 boarding and day pupils aged 11-18 (up from 582 the previous term). There has been a co-educational Sixth Form since 1998 and since September 2023 girls have joined in Year 7 (making up 39% of all co-educational year groups) as the College goes fully co-educational.

Overlooking the River Thames, two miles upstream of the famous Henley Royal Regatta stretch, pupils enjoy a beautiful and inspiring 63-acre rural site. The College is conveniently located near major air, railway and motorway networks, close to Reading, London and Oxford and just 40 minutes from Heathrow.

Boarding to suit all family needs is available from Year 7 - flexi (2 nights (part (four nights), weekly (six nights) and full, with ad hoc 'overnight stays' also an option for day pupils.

Every pupil is placed at the heart of Shiplake life and the College's ethos is underpinned by the Three Is – **Inclusive, Individual** and **Inspirational**.

Shiplake provides a friendly, supportive and structured environment to bring out the best in each and every pupil. Renowned for outstanding pastoral care and personal development, the College welcomes pupils with wide-ranging skills and talents, who will make the most of the many opportunities offered to them.

The College provides an education that is tailored to the individual, achieved through engaging and inspirational teaching, delivered in small classes where the teachers can know and understand each pupil's method of learning.

The College continues to see year-on-year improvements in examination results. In August 2026, Shiplake leavers achieved excellent public examination grades, with the best ever GCSE results setting a new academic benchmark for the College. At GCSE, pupils achieved 58% of 9-7 grades and 83% grades 9-6, an increase from 38% and 64% respectively in 2024. At Sixth Form, the percentage of A*-C grades was 89% A*-C and 67% at A*-B (up from 82% and 61% in 2025). A record 50% of pupils headed to Russell Group universities.

In addition to a strong academic foundation, the College offers excellent sporting, artistic and co-curricular opportunities. Two afternoons are reserved for an array of clubs and activities, including a comprehensive outdoor education programme, with pupils encouraged to extend their horizons and experience new challenges and responsibilities.

Academic lessons take place Monday to Friday and each day ends with an hour of academic support during which pupils undertake independent study or seek help with homework from teachers. Sports training takes place on three days a week, with the majority of fixtures scheduled for Saturday mornings.

145 boarders become fully integrated into Shiplake's inclusive and welcoming environment. International pupils join us from all over the world, currently from 13 different countries, and represent approximately 4% of the school population. Full boarders take part in a vibrant weekend programme of trips and activities on Saturday afternoons and Sundays, with day pupils and weekly boarders able to enjoy additional family and down time at home.



School Development

The stunning grounds are a remarkable combination of old and new; of the traditional and the up-to-date. Although only founded in 1959, Shiplake occupies a site which includes an original late-nineteenth century mansion, still dominating the main school buildings.

The school is equipped with modern amenities, including a contemporary Thinking Space, multi-purpose Lecture Theatre, a multi-activity centre with climbing wall, fitness suite and indoor archery/rifle range, and Marjorie's, a café where Sixth Form students can socialise and work independently.

1959: College Founded
1990: Goodwin Building (Classrooms)
1998: Sixth Form Became Co-educational
2002: College House (Year 13 Boys)
2008: First Year 7 (Lower School) Joined
2009: Gilson (Girls) House
2014: John Turner Building
2020: Davies Centre and Marjorie White Building
2023: First Year 7 Girls Joined
2024: Bevan (Science) and Jubilee Classrooms
2024: Phillimore Fields
2025: Paddocks Artificial Pitches
2025: Sixth Form Centre
2026: Wellbeing Centre (In Progress)

Further investment and development will help to ensure that the College's future is even brighter than its past.

Governance

Shiplake College is a charitable company and is privileged to be supported by a highly experienced, knowledgeable and diverse board of governors. This helps to shape future strategies and inform key decisions to ensure the College continues to maintain the highest possible standards.

Inspection

Shiplake was visited by ISI in September 2025. The inspection went extremely well and we met all the regulatory standards. Shiplake was also awarded a '**significant strength**', which reflects that "pupils who participate in sports, such as rowing, are given guidance in balancing their academic, sporting and wider commitments in a way which effectively promotes their wellbeing."

Admissions

Entry points are normally at Year 7 (11+), Year 9 (13+) and Year 12 (16+). Prospective families are encouraged to arrange an individual visit and/or attend an open morning. Academic, Art, Music, Drama and Sport Scholarships, and means-tested bursaries, are available.

The College embraces pupils from a wide range of ethnic and cultural backgrounds as well as diverse intellectual and physical talents. As a Church of England school, pupils at Shiplake are gently encouraged to lead an active spiritual life throughout their time at the College.

Community

There are strong links with the local community and pupils are given every opportunity to get involved in local events and to offer service wherever appropriate.

Fundraising for charities takes place year on year.

The Shiplake Connected platform helps maintain and develop the links between the College, parents, alumni (known as Old Vikings) and former staff.



Job Description

The Headmaster is seeking to appoint a proactive and enthusiastic **IT Helpdesk Technician** to work alongside the IT and Network Manager and be the first point of contact for staff and pupils at the College.

Summary of the Role

This is an excellent opportunity to develop a career in IT within a friendly and varied school environment. As the IT Helpdesk Technician, you will be a visible and approachable first point of contact for staff and pupils, helping them get the best from their technology and keeping day-to-day IT services running smoothly.

The role combines practical, in-person support with ticket management, device setup, classroom and meeting-room technology, Microsoft 365 support and routine troubleshooting. You will work alongside the IT and Network Manager and receive support and mentoring as you build your technical knowledge and confidence.

We welcome applications from experienced helpdesk technicians and from candidates earlier in their IT careers who can demonstrate strong customer service, curiosity, reliability and a genuine enthusiasm for solving problems. Training and professional development will be supported, and apprenticeship training may be available if appropriate.

Key Responsibilities

Helpdesk and User Support

- Tend to incoming helpdesk tickets, prioritising them based on urgency and impact
- Provide friendly, timely and professional support to staff and pupils in person, by telephone and through the ticketing system
- Keep users informed about progress, expected next steps and resolution of their requests
- Troubleshoot common hardware, software, account, connectivity and printing issues, escalating more complex work when required
- Support users with Microsoft 365 applications and the everyday use of College systems and devices
- Maintain clear ticket notes and contribute to practical user guides and internal support documentation

Devices, Classrooms and Events

- Prepare, configure and deploy laptops, desktops, accessories and other user equipment
- Support classroom technology, projectors, digital displays, docks and related audiovisual equipment
- Troubleshoot meeting-room and video-conferencing equipment, including microphones, cameras and display connections



- Configure rooms and technology for courses, meetings, assemblies, events and other College activities
- Work with the College's managed printing provider to maintain and troubleshoot printers across the site
- Carry out routine maintenance, updates, checks and equipment moves as agreed with the IT and Network Manager

Service Quality and Teamwork

- Build positive relationships with users and provide clear, patient guidance without unnecessary technical language
- Work collaboratively with the IT and Network Manager, colleagues and external support providers
- Escalate incidents, recurring faults and service risks promptly and provide useful diagnostic information
- Help maintain accurate equipment records, stock, loan devices and IT documentation
- Follow College procedures relating to safeguarding, data protection, acceptable use, health and safety and information security
- Contribute ideas that improve the helpdesk experience, reduce recurring issues and make support more efficient

Any other duties as reasonably required by your Line Manager or member of the Senior Management Team. This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Child Protection and Safeguarding

Shiplake College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). Shiplake College is also committed to equality of opportunity for all staff and applications from individuals are encouraged from suitably qualified candidates regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. There is no typical Shiplake member of staff, we live our core values of individual, inclusive and inspirational and value the contribution that each member of our community makes to life at the College.



Person Specification

Candidates must empathise with, and be committed to, independent education generally, and to the personal best and holistic education provided by Shiplake College.

Qualifications

- A good standard of English and Maths
- A qualification in IT or a closely related field (desirable)
- Industry certifications (e.g. Microsoft, networking, security) (desirable)

Knowledge and Experience

- Practical experience of helping people resolve hardware, software or account-related problems, gained through employment, study, volunteering or personal projects
- Confidence using Windows devices and Microsoft 365 applications
- A logical approach to troubleshooting and the judgement to ask for help or escalate when needed
- Previous experience in an IT helpdesk, desktop support, customer support or education environment (desirable)
- Experience supporting laptops, printers, audiovisual equipment or meeting-room technology (desirable)
- Awareness of Microsoft Intune, Entra ID, Active Directory or device-management tools (desirable)
- Ability to move equipment safely around a multi-building site (desirable)

Skills and Abilities

- A strong customer-service mindset and the ability to communicate clearly, patiently and respectfully
- Excellent communication and organisational skills
- Good organisation, reliability and attention to detail
- Ability to work both independently and collaboratively in a busy environment
- Ability to prioritise workload with strong attention to detail
- Proactive approach to identifying and resolving issues

Personal Qualities and Interests

- Reliable, organised, and self-motivated
- Ability to build positive working relationships with colleagues and stakeholders
- Willingness to be a flexible and effective member of the school community
- Interest in the work of the school and commitment to its ethos
- Commitment to safeguarding, data protection, and appropriate technology use
- Motivation for ongoing professional development
- Flexibility in approach with a can-do attitude



Staff Benefits at a Glance

A competitive salary will be offered commensurate with the role and the experience of the successful candidate. Full details and terms and conditions will be outlined in a contract issued with an offer of employment.



PARKING

Free onsite car parking is available. A valid school parking permit must be displayed. Bike storage is also available (and shower/changing facilities provided).



SUBSIDISED ACCOMMODATION

Subsidised accommodation may be available onsite subject to availability.



DOG FRIENDLY

The 'Dogs of Shiplake' form an important part of our community and some staff bring dogs to work (please see Dogs and Pets Policy).



PENSION SCHEMES

Support staff are eligible to join the Pensions Trust (5% contribution from staff, 6.85% from Shiplake).



CATERING

Complimentary lunches during term time (and supper if a school commitment or duty). Snacks at break time and hot drinks throughout the day.



TECHNOLOGY

All teaching staff and eligible support staff are loaned a school device (Microsoft Surface) to enable flexibility in achieving their roles.



OUTDOOR POOL

Free access to the outdoor swimming pool for staff and their families, at agreed times when the pool is open during the summer months.



SPORTS CENTRE

Free access to the onsite weights rooms and fitness suites for staff (and partners living onsite).



DEVELOPMENT AND TRAINING

Continuing Professional Development (CPD) is nurtured and encouraged. In addition to the INSET programme, individual requests are supported.



FLU VACCINATION

The College covers the cost of the annual flu vaccination for colleagues not eligible for a free NHS vaccination.



COMMON ROOM

The Shiplake staff form a vibrant common room with regular social and sporting events.



CYCLE TO WORK SCHEME

This enables employees to purchase a bike and accessories through tax-free salary sacrifice, saving on income tax and National Insurance.

Applications

To Apply

- Please go to www.shiplake.org.uk/vacancies and download the Support Staff Application Form
- Email the completed form, along with a covering letter addressed to the Headmaster, Mr Tyrone Howe, to jobs@shiplake.org.uk

Closing date: 10am on Monday 2 November 2026

Applications will be considered upon receipt.

Early applications are welcomed, as the College reserves the right to appoint at any stage during the application process.

Application Process

- Please read all of the information provided before completing your application
- Within the application form there is the opportunity to demonstrate, using examples, your suitability for the role and the qualities you would bring to Shiplake College. This is where you can bring your application form to life. Please do not send testimonials, certificates or examples of work etc., unless specifically requested to during the recruitment process

References

All offers of employment are subject to the receipt of a minimum of two references which are satisfactory to the College. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked. In all circumstances the information given should be for the Head or HR Department. Neither referee should be a relative or someone known to you solely as a friend.

Shortlisted applicants are advised that references will be taken up prior to interview unless you ask us not to. We will assume it is acceptable to contact your references at any time unless advised otherwise using the appropriate section on the application form. Please ensure that any referees who you are happy for us to contact before interview are aware that they may be asked to provide a reference with a relatively short deadline.

Online Searches

In line with the updated KCSIE 2026, we will carry out an online search for all shortlisted candidates. Any relevant incidents or issues involving candidates that are publicly available online (including information contained in social media accounts) and identified during the search may be explored at interview. The purpose of carrying out online checks is to comply with the KCSIE recommendation that Schools review information to assist any decision as to the candidate's suitability to work with children and young people. Shiplake College is an Equal Opportunities Employer and seeks at all times to ensure that its processes do not unlawfully discriminate against any prospective employee.



Interview Process

If you are shortlisted and invited for interview we will ask you to bring in evidence of the following:

- Identity – passport or photocard driving licence
- Address – document from Group 2b of the [DBS List of Valid Identity Documents](#) with current address
- Proof of right to work in the UK – passport or UK birth certificate and proof of National Insurance Number issued by a government agency or a previous employer
- If you have changed your name by deed poll or any other mechanism (e.g. marriage, adoption, statutory declaration) you will be asked to provide documentary evidence of the change

During your visit if you have not done so already, you will be required to sign your application form in order to declare that the information you have given is accurate and true.

In the event that you are unsuccessful please be assured that certified photocopies of documents taken will be destroyed.

Interviews are conducted in person and will explore your suitability for the role and to work with children. On occasion, applicants will be invited to participate in a preliminary online video interview.

As well as a face-to-face interview, if relevant to the role, the selection process may include some other form of assessment e.g. administrative test, demonstration of practical skill, a presentation etc.

All adults working at Shiplake College should be aware of their responsibility to safeguard and

promote the welfare of every pupil, both physical and emotional, inside and outside school. This involves ensuring that pupils are protected from significant physical or emotional harm and that there is a positive commitment to ensure the satisfactory development and growth of the individual. Everyone working at Shiplake College should be aware of and, when necessary, follow the school's Safeguarding Guidelines, which are in line with Keeping Children Safe in Education 2026, Prevent 2015, Working Together 2018 and the Department of Education's (DfE) and Oxfordshire Safeguarding Children Board's (OSCB) practice and procedures (these are available online at www.oscb.org.uk and also refer to <http://schools.oxfordshire.gov.uk/cms/content/safeguarding>).

Warning

You should be aware that it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. Provision of false information is also an offence and could result in the application being rejected or summary dismissal if you have been selected, and possible referral to the police and/or DBS, and/or the Teaching Regulation Agency (TRA).

Queries

If you have any queries at all about the recruitment process please contact the HR Department on 01189 704 848 or jobs@shiplake.org.uk.





SHIPLAKE COLLEGE

HENLEY-ON-THAMES

INCLUSIVE • INDIVIDUAL • INSPIRATIONAL

The School Day

- 7.00am • Boarders' Breakfast
- 8.00am • Buses Arrive/Registration
- 8.20am • Assembly/Chapel/Tutor
- 8.40am • Lessons Begin
(average 6 lessons per day)
- 3.30pm • Games/Co-Curricular Activities
- 4.45pm • Prep/Academic Clinics
- 5.00pm • Supper
- 6.15pm • Buses Depart (5.00pm Fridays)
- 7.00pm • Boarders Activities Programme



13 daily bus routes
1 weekly West London route



2:1 applications for each place



10% discount for most scholarships



Academic, Art, Drama, Music and **Sport** Scholarships available



Means-Tested Bursaries available



Fees include **snacks** at break, **lunch** and **dinner**

Fees 2026-2027

Registration Fee

£180 inc. VAT (non-refundable)

Acceptance Deposit

£1,750 (UK and EU), with £500 credited to the second term's bill.

All fees are per term, inc. VAT

	Years 7-8	Years 9-13
Day	£9,300	£11,645
Flexi	£11,995	£14,325
Part	£12,995	£15,350
Weekly	£13,995	£16,380
Full	£15,905	£18,200

Flexi-Boarding (1 or 2 nights a week)
Part Boarding (3 or 4 nights a week)
Weekly Boarding (5 or 6 nights a week)

Headline Figures



624 school roll (2026-27)



28% full, weekly, part, flexi boarding in Years 9-13



39% girls across the co-ed year groups



1:7 teacher:pupil ratio



1 Wellbeing Centre opening November 2026

Sport and Co-Curricular



50+ sports and co-curricular activities available



Success in **rowing** for girls and boys at Schools' Head, NSR, HRR, and at international level



Active **Outdoor Education Programme** and **CCF** (Royal Navy and Air Force)



High participation for **Gold, Silver** and **Bronze Duke of Edinburgh's Awards** each year

Destinations and Careers



94% of 2026 leavers applied to university



71% progressed to top third UK universities



50% progressed to Russell Group universities



Top destinations 2026: Exeter, Cardiff, Brookes, Bath, Newcastle, Birmingham



Top degree subjects 2026: Business, Economics, Sport, Marketing, Engineering



10 2026 leavers went to universities abroad (including **8** to USA)



Microsoft Surface unified **device policy**



All **mobile phones** handed in at the start of each day

Exam Results



98% of GCSE results were **9-4 grades** (2026)



89% of Sixth Form results were **A*-C** (or equivalent)

Teaching and Learning



27 subject options at Sixth Form



3 options for additional Year 12 qualification with UCAS points



21 subjects offered at GCSE



1 bespoke Key Stage 3 curriculum



16 average class size



9 average tutor group size



46 pupils are children of Old Vikings (former pupils) and staff

Creative Arts



164 pupils receive tuition in at least one instrument



17 different instruments taught



10 ensembles and choirs



7 drama productions and showcases a year



52 pupils involved in whole school musical 2026



48 pupils taking LAMDA lessons



3 whole school art and photography competitions and **1** golden easel



Up to **20** staff dogs on site each day



SHIPLAKE COLLEGE
HENLEY-ON-THAMES