

Bancroft's
Independent Co-educational Day School 7–18

Job pack for the position of

Junior First Line IT Support and Technical Administrator (Fixed Term)





Welcome from the Head

Thank you for your interest in joining our vibrant, friendly and purposeful Bancroft's School community. Whatever their role, all Bancroft's colleagues work in a spirit of shared endeavour to create the conditions for our pupils to enjoy their time at school, to be inspired and supported to do their best, and to be ready to thrive in their adult lives.

Bancroft's is a long-established 7-18 independent school with an excellent reputation for academic success within a holistic and nurturing educational framework. Highly regarded and much sought after in the local market, the School is financially robust with a clear and positive vision for the future. Though proud of our traditions, we are open-minded and imaginative in our approach to staff recruitment. We are especially keen to hear from applicants who would add to the ever-increasing diversity of our workforce.



On the teaching side we welcome colleagues from the state and independent sectors as well as those joining the profession as Early Career Teachers. Our teachers benefit from extensive professional development and enjoy working with bright, highly motivated pupils across the full range of academic, pastoral and co-curricular contexts and pursuits.

We recruit support staff from a wide range of professional backgrounds and are equally keen to consider candidates versed in the education sector as well as those who bring transferable experience and additional perspectives. Ongoing training of support staff is a high priority and we are proud to develop colleagues' skills during their careers with us.

Please look at our website and the information in this pack for a more detailed understanding of what a role at Bancroft's could offer you. I hope we have the opportunity to meet you at interview.

With best wishes

Alex Frazer

Alex Frazer
Head of Bancroft's



Watch
our pupils
interview
Alex

Our School *Values*

 Balance	 Kindness
 Excellence	 Curiosity
 Integrity	 Courage



BeingBancrofts



240
clubs and
activities

Co-Educational
Day School
founded in
1737



4 Houses *North
East
West
School*

250 Staff
Members

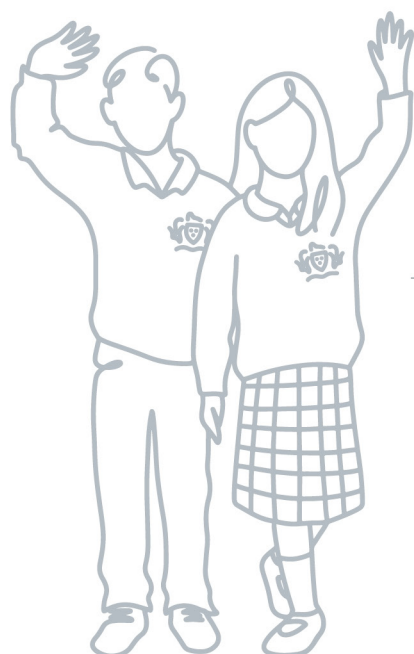
71%
of all **GCSE**
papers graded
at **9-8** in
2025

A*-A
75% of **A Levels**
were graded
A*-A
in 2025

17
acres of
playing fields

511
sports fixtures
in 2024/2025

8200
books borrowed from
the library in 2024/2025



Located on the border
of **London** and **Essex**
with direct access
to **Epping Forest**



1150
pupils aged between
7-18 who join at
7+, 11+ or 16+

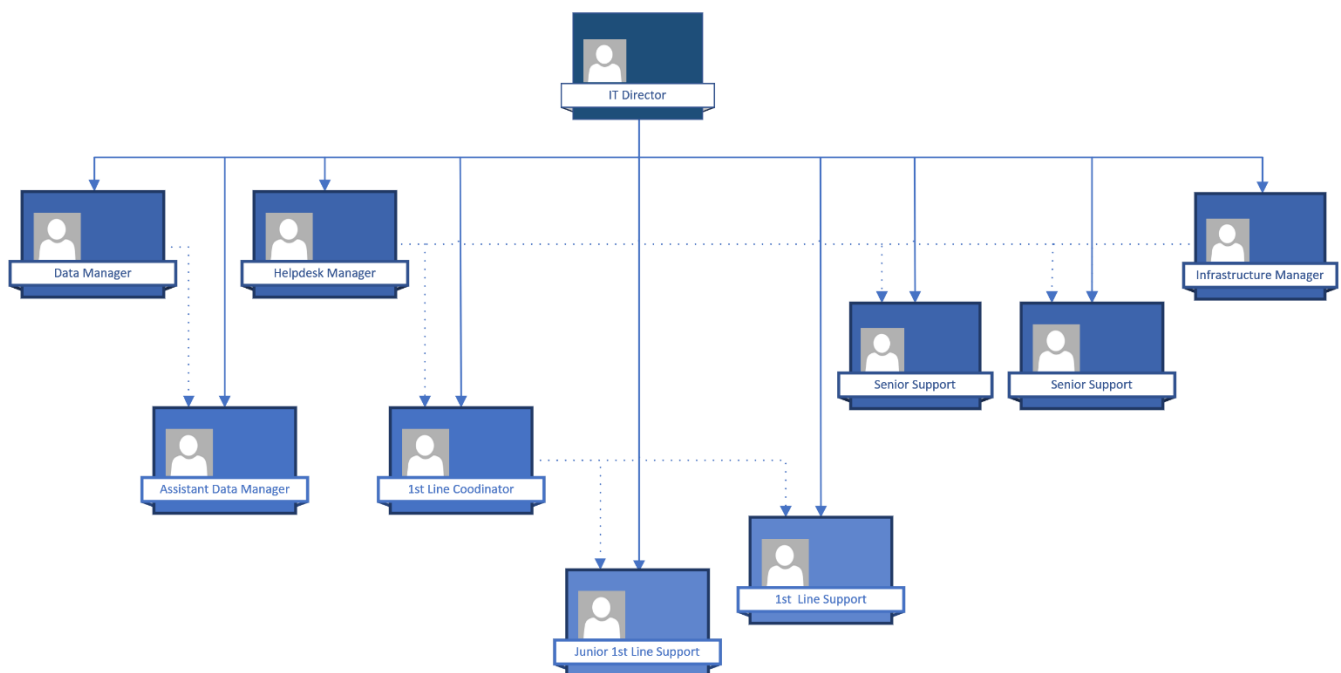
95%
of our Year 9 pupils
participate in the
Duke of Edinburgh's Award



The *Department*

The IT department has expanded considerably over the past decade in response to the growing integration of technology across both the Prep and Senior Schools. Based in the Senior School, the team provides comprehensive technical support for classroom technology, administrative systems, student devices, and learning management platforms. IT staff work closely with teachers to implement digital tools in the curriculum and resolve technical issues promptly, ensuring minimal disruption to teaching and learning.

The department places a strong emphasis on continuous professional development, offering access to industry-recognised certifications, specialised training workshops, and conferences. A generous annual training budget enables staff to enhance their expertise in areas such as network security, cloud platforms, and emerging technologies.



The Person

This is a challenging role that will provide the successful candidate with a great opportunity to start their career in IT and learn new skills and knowledge. This vacancy is for a fixed term of 12 months for the role of Junior First Line IT Support and Technical Administrator.

Excellent customer facing and communication skills are paramount, as you will be interfacing with the users at all levels of the organisation. This coupled with good administration skills will mean the successful candidate will be able to deal with calls in real time, meeting SLA's from 30mins to 4 hours. Basic IT Support and printer knowledge will be necessary for this role, but onsite training and familiarisation will be provided.

The Junior First-Line Support role reports to the IT Director but, for day-to-day operations, reports to the First-Line Support Coordinator. The post-holder works closely with members of the IT Support Team to provide daily technical assistance to staff, students, and parents, ensuring prompt resolution of IT issues and the smooth running of school systems.

The working hours for this role are 52 weeks, Monday to Friday, 37.5 hours per week, 8:00-16:30 with an hour's unpaid lunch.

Person Specification:

	Essential	Desirable
Education	GCSE in English and Maths A Levels/BTEC or equivalent	
Experience	Familiarity of Windows 10 and Office Professional applications Good working knowledge of different PC and tablet devices	Active Directory / User Management Experience of working in a team environment Management of In-house fault logging systems Performance reporting and Administration Printer functionality Stock control and procurement of consumables

The *Person*

	Essential	Desirable
Skills	Self-management with good organisational skills. Communication skills. Ability to prioritise. Ability to work under pressure and to tight timescales.	Established customer facing skills.
Personal Qualities	Quick learner Dedicated and attentive support manner Strong Communicator Friendly and approachable Adaptable and flexible Curious and eager to learn Attention to detail	

Key *Responsibilities*

Below is a summary of the key responsibilities of the Junior First Line IT Support and Technical Administrator.

- To be a first point of contact for the customer (staff, students and parents) via email, by phone or in person.
- To log fault calls for the Support Team on the appropriate Helpdesk system.
- To provision new hardware/software deployments and troubleshooting problems.
- To setup Audio/Visual equipment for presentations in a timely manner.
- To resolve first line support problems, such as User account administration / printer problems where applicable.
- To monitor the IT Helpdesk email inbox and responding / logging the calls appropriately and ensuring that they are responded to in a timely manner.
- To manage Asset and Software Registers and the associated Databases / Spreadsheets.

Additional Work Information:

- To comply with and promote Bancroft's School Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
- To ensure compliance with and implementation of all Bancroft's School policies and procedures.
- To carry out Bancroft's School administrative procedures, record keeping and reporting etc
- To participate in any duty rota including evening and weekend cover arrangements where required.
- To undertake such other reasonable duties as may be required from time to time.

Working at Bancroft's

Bancroft's offers a generous benefits package, including:

 Competitive salaries	 Pension scheme options – TPS or our Defined Contribution Scheme	 Income Protection Insurance	 Death in Service Insurance
 Complimentary lunches	 Use of school gym and swimming pool	 Optional subsidised private health care	 Fee remission for children of staff members
 Friendly and welcoming common room , which organises regular social events	Location  Essex London 5 miles from the M25 Epping Forest Closest Stations: Woodford (underground) Chingford (overground) Travel Options by Bus: 179 397 657 20		
 Outstanding support for ECTs	 Generous holiday allowance		
 Cycle to work scheme	Commitment to supporting ongoing professional development		

At Bancroft's, we believe that diverse teams are stronger teams and that the more inclusive we are, the more our staff and pupils will feel a sense of belonging. To enable us to make reasonable adjustments, please let us know of any physical or learning differences (including neurodivergence) when you submit your application.

In their *own words*...



Alice Grimwood
Teacher of Biology
and Junior Housemistress
Joined in 2012

"I love that I can teach much more than just Biology! My other loves have also found a home and I'm often up mountains either skiing or on gold Duke of Edinburgh."



Laura Mason
Second in Charge of English
and Head of Year (Sixth Form)
Joined in 2023

"Moving from a city 200 miles away for a relocation, I knew I had to find the right school where I would be happy as I settled into London life."



Ananthi Amirthananthar
Teacher of Chemistry
Joined in 2023

"Teaching here is progressive, collaborative, and forward-thinking, allowing me to hone my skills while being part of something exciting."



Nathan Bugg
Design and Technology Teacher
Joined in 2024

"I was at Bancroft's for my second PGCE placement. This was a very positive experience; I found all the staff to be open and supportive and students were engaged and keen to be challenged in their learning."

Hannah Nadasan-Mead



**Teacher of Religious
Studies and Junior
Housemistress**
Joined in 2016

"I feel valued at Bancroft's, and I appreciate that there does not seem to be a strong sense of hierarchy, rather the pursuit of shared goals across the staff and student body."



Tara Bird
Prep Class Teacher and
Head of PSHEE and RS
Joined in 2023

"Bancroft's Prep has a culture of acceptance and kindness. Everyone, children and staff, are considered and valued. I feel like that is what sets Bancroft's apart from other schools."



John Raw
Teacher of Biology
Joined in 2012

"I love the fantastic classroom environment - students and teachers alike have a genuine love for learning and this is reflected in the level of focus in lessons as well as the great discussions that occur both in and out of the classroom."



Daniel Siggins
Director of IT
Joined in 2011

"Bancroft's is a truly special place. The culture here is one of attentive professionalism, thoughtfully prioritising the needs of everyone in the community, while also finding joy in everything we do, even in the face of adversity."

In their *own words*...



Rachael Doogan
Head of Academic Drama
and Activities Co-Ordinator
Joined in 2022

"The culture is supportive, with strong foundations of listening and kindness. Teachers also have a lot of autonomy in the classroom which I haven't seen at other schools."



Tia
Leaver, 2024

"Not only does Bancroft's push you to be the best version of yourself academically, but it also helps to shape you as an all-rounder."



Alistair Whibley
Teacher of History, Head of Year,
and CPD Co-ordinator
Joined in 2021

"It is hard not to feel a sense of pride in being part of the Bancroft's community on a regular basis - watching performances, celebrating success, and witnessing acts of kindness."



Matthew
Leaver, 2024

"My journey at Bancroft's over the past eleven years has been nothing short of incredible. The school has consistently fostered my intellectual curiosity and provided a fertile ground for creativity across all my interests and passions."



Amanda Clark
Prep School Administration
Assistant and Lead First Aider
Joined in 2009

"The children are at the heart of everything I love about my role. Their curiosity, energy, and creativity bring so much life to the school. Each day is different, and their excitement for learning is infectious."



Cressida
Leaver, 2024

"The academic support I have received has enabled me to achieve more than what I believed I could, which I am so thankful to my teachers for."



Talk Education
2024

"Bancroft's pupils are an aspirational, hard-working bunch, with plenty aiming for and winning places at top universities including Oxbridge, UCL, LSE, Imperial College London, Durham, Bristol and Edinburgh."



The Good Schools Guide
2023

"A contemporary, forward-looking school, with traditions but without entitlement. Academic excellence a given, it is the opportunities offered outside the classroom which ultimately set Bancroftians up for life."

How to Apply

To apply for this position through **My New Term**, please submit a completed application form by following the link on the Vacancies Page.



Bancroft's School is an Equal Opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and expects all staff, contractors, Governors and volunteers to share this commitment.

Successful candidates will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

In line with KCSIE, Bancroft's will carry out online searches on shortlisted candidates as part of the process of assessing suitability.



Scan or click
to view our
vacancies page

