

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	ICT School Leader
Grade	p8	Reports to (role title)	ICT Operations Manager
JE Band	269-313	School	The Howard Partnership Trust
		Date Role Profile created	January 2026

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Howard Partnership Trust is a Multi Academy Trust currently running 13 schools based in Surrey. This role will be based in at Thomas Knyvett College with other shared services. To lead and oversee the work of the members of the ICT School Team ensuring the effective and efficient operation of school ICT support across the partnership including hardware, software and housekeeping to ensure the smooth running of the service. To liaise closely with Principal, and colleagues across the partnership to ensure the ICT support team actively supports ICT across the curriculum. The leader role will be expected to support other school leaders and the Partnership leaders, which will include travelling to other schools within the Trust and working with other leaders to help cover for annual leave and sickness. The leader role is a high collaboration role sharing good practices, policies and procedures within the teams. Manage the service desk and ensure requests are resolved in a timely manner within the defined KPI's set across the team.
THPT Work Context and Generic Responsibilities	Maintain confidentiality in and outside of the workplace Be pro-active in matters relating to health and safety and report accidents as required.

	Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance. Uphold and support the School's Policies and procedures on the Safeguarding of young people.
Line management responsibility if applicable	Responsible for Line Managing a Team.
Budget responsibility if applicable	There is some responsibility in the coordination of the budget with the ICT Operations Manager.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with organisational requirements. People & partnerships • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Resources • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. Analysis, Reporting & Documentation • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. Duties for all Values: To uphold the values and behaviours of the organisation.

	Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<u>Essential Criteria</u> Working Experience within ICT. Ability to lead, motivate, coach and mentor team members. Good knowledge of Microsoft operating systems including Windows 10. Working knowledge of common user applications such as Microsoft Office, Adobe Reader, browsers etc. Good knowledge of end user devices, including PCs, laptops, iPads, tablets and mobile phones. Ability to lead, motivate, coach and mentor team members. Good knowledge of Microsoft operating systems including Windows 10. Working knowledge of common user applications such as Microsoft Office, Adobe Reader, browsers etc. Good knowledge of end user devices including PCs, laptops, iPads, tablets and mobile phones. Basic knowledge of networking, servers and virtual servers. Ability to prioritise and work to SLAs. Experienced in prioritising varied and conflicting work demands and able to work under pressure. Respects confidentiality. Willingness and adaptability in tackling the variety of tasks arising in a school environment. Act in a professional manner. Able to work and communicate with all levels of staff and students. Willingness to learn new skills. Ability to use your initiative and work as part of a team. Ability to be accurate and methodical.

	Strong troubleshooting. Uphold and support THPT's Policies and procedures on the Safeguarding of young people. <u>Desirable but not Essential Criteria</u> Good education to A level, diploma or degree in related subjects Full Driving licence required for this role Industry Professional qualifications, ITIL Foundation. Experience in an educational environment Experience of implementing ICT Change Programmes Knowledge of Educational tools and software Understanding of impact of Health and Safety and Data Protection legislation in the context of ICT systems. We are a values-led organisation and seek to recruit individuals who can demonstrate our values. Our values will be assessed through the selection process, so we ask all applicants when providing their supporting statement to also incorporate not only how they meet the essential criteria for the role but to also demonstrate our values. Our values are: Integrity - displaying honesty and having strong moral principles. Partnership - working together and taking collective ownership to achieve the same goals. Advocacy - working hard on behalf of others to maximise their success. Resilience - finding success again after something difficult or negative has happened. Compassion - displaying empathy towards and a desire to help others. Aspiration - aiming high to achieve success. The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
Role Summary	Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.

