



Excelsior Multi Academy Trust

Job Description

Head of IT

This is a hands-on role requiring good management skills and the ability to multitask over several school sites. In consultation with the Chief Operating Officer, the appointee will be responsible for delivering a seamless and efficient IT service to the Trust and schools.

The new appointee will have the technical and management capability to ensure that current systems run smoothly and effectively, and that the educational provision is world-class.

Excelsior Multi Academy Trust is an expanding MAT; the role involves travel across all schools currently in the MAT and any future schools. Salary reflects the ongoing development and expansion of the Trust and its IT infrastructure.

Job Purpose

IT affects almost every area of the school's work, from teaching & learning, marketing & communications, to the simplest administrative processes.

The Head of IT will be expected to develop a detailed understanding of the organisation, its culture, standards, and requirements to provide an excellent IT service. In consultation with the Chief Operating Officer, the schools, with trustees when appropriate, the Head of IT will advise on the development of the school's future IT provision and will lead the implementation and development of IT projects.

- Collaborate with the Director of Technology to develop and lead the Trust's digital strategy.
- Lead on digital safeguarding and ensure statutory and the Trust/school compliance.
- Manage and implement IT projects across the Trust.
- Assist with digital transformation across the Trust.
- Ensure all IT systems across the Trust are secure, efficient, and available.
- Contribute to coherent IT policies and procedures across the Trust.

Duties and Responsibilities

General IT Operations

- Maintain the IT network, install peripherals/software, restore faults, manage consumables, update software, run backups, maintain licensing, and set up new equipment.
- Maintaining all IT systems across the Trust, with the support of specialist external contracts where necessary.
- The line management of the Trust's IT team.
- Manage the staff within IT services team to achieve effective and efficient delivery.
- Set support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider IT service team demands.
- Effectively manage a team of IT technicians, supporting their professional growth.
- Leading on the IT integration of new schools joining the Trust.
- Ensure the Office 365 provision of school email and internet systems.
- Take responsibility for the school's telephone system.
- Recommend, procure, and support innovative technologies.
- Ensure adherence to maintenance schedules.
- Ensure compliance with IT-related legislation, including data protection and licensing.
- Prepare and maintain plans for current and future IT work.
- Assist in managing the IT budget, procurement, and contracts.
- Develop and maintain a robust digital strategy aligned with the MAT vision.
- Collaborate with school leaders to identify technology-based solutions.
- Ensure business continuity and crisis management planning.
- Be a part of the MAT Central Team and advise on courses of action, updates, and changes to policy as appropriate.

- Produce confidential reports and information as required.
- Understand the implications of government policies and education trends, and developments.
- Be familiar and comply with all relevant health and safety, operational, personnel, child protection, data protection, GDPR and financial regulations, policies, and procedures.
- Willingness to work flexibly, sometimes outside of normal core hours, in response to service demands.
- Maintain the confidentiality of information acquired while undertaking duties.
- Ensure effective, reliable networks that support teaching, learning, and administration.
- Manage a team of IT technicians, supporting their professional growth.
- Ensure each school has an effective MIS, overseeing database integration.
- The Head of IT will also be expected to provide front-line technical support if/when required.
- Maintain a full backup schedule and disaster recovery provision.
- Manage secure access to resources onsite and remotely; enforce acceptable use policies.
- Develop and manage school and Trust websites and portals.
- Develop communication channels with parents and pupils.
- Network and Technical Support
- Oversee and maintain IT help desk processes.
- Enable secure remote access to email, systems, and data.
- Monitor procurement processes, source new equipment, and liaise with suppliers.
- Maintain up-to-date records of hardware and software.
- Identify, manage, and support the development of new IT/communication systems, networks, equipment, and software applications for the site to ensure the curricular and management needs of the site will continually be met.
- Provide higher level support for more complex requests; perform advanced troubleshooting on PCs, servers, peripherals, and applications, to ensure effective resolution of IT support requests.
- Ensure all ICT processes and systems are fully documented.
- Ensure value for money is achieved in ICT procurement, through a process of competitive tendering, delivery of larger projects or systems into multiple school sites or across the Trust.
- To develop and monitor the Trust's ICT policies.

Project Management

- Identify, plan, project manage and implement complex strategic ICT developments to agreed deadlines, budgets, and levels of service.
- Develop and manage the implementation of a rolling replacement programme for ICT.
- Develop and maintain a fixed asset register for all ICT assets.
- Develop and maintain a software register.

Security and Cyber Security

- Ensure full compliance with GDPR and data protection law.
- Support staff in adopting positive cyber-security practices.
- Deploy and monitor security software including antivirus and encryption.

- Develop and deliver staff training and awareness campaigns.
- Ensure correct procedures for granting and maintaining system access.
- Maintain a full audit of IT across the Trust.
- Ensure that a robust backup strategy is in place to ensure all systems and files can be restored in a timely manner in the event of a system failure. Ensure that the site's Disaster Recovery Policy is reviewed and evaluated on a regular basis.
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems, and services are met.
- Be responsible for the security and integrity of the Trust's network and infrastructure.
- Work with the Trust's GDPR lead to ensure that the Trust is meeting its statutory and best practice responsibilities.
- Oversee and maintain access control systems including the issuance of ID cards to all staff within the Trust.
- Where necessary to work with the Facilities Manager and site managers to ensure the effective operation of the intruder and fire alarm systems.

Accountability, Liaison and Training

- Meet regularly with head teachers and the COO.
- Liaise with senior leaders to deliver IT needs.
- Attend SMT/Governing Body meetings when required.
- Identify and deliver staff training needs.
- Liaise with external organisations.
- Communicate IT strategy and support staff.
- Manage performance of IT technicians.

Financial & Administrative Management

- Work with the CFO and COO on the annual IT budget.
- Maintain plans for IT work.
- Maintain up-to-date records of hardware, licenses, and configurations.

Teaching and Learning

- Collaborating with senior staff and IT teaching leads to support curriculum IT use.
- No job description is ever entirely comprehensive, and the Head of IT will be required to adapt to changing circumstances as well as respond to the unexpected. As IT is evolving, it is envisaged that the framework of responsibilities will be reviewed periodically to meet new challenges.

Signed
Head of IT
Date

Signed
HR Lead
Date

Person Specification

This post provides an excellent opportunity to make a real difference in the development of Excelsior MAT. This is a role requiring an experienced professional with a strong background in IT and excellent skills in management and communication.

Education/ Qualifications	Degree or equivalent Sound and up-to-date knowledge of current IT practice and its practical application	Desirable Essential
Experience	Significant managerial and IT experience in either a stand-alone or senior position Experience of working in an educational or charity environment would be desirable but not essential. Successful record of project planning and development Proven history of managing substantial budgets. Building teams Experience of working on building projects would be desirable, but not essential	Essential Desirable Desirable Desirable Essential Desirable
Personal attributes	Excellent communication and interpersonal skills with the credibility to interact and influence at all levels. Ability to build effective working relationships with staff and managers. Ability to combine strategic thinking and planning with practical implementation. Ability to work on own initiative, to plan, prioritise, coordinate and lead. Ambitious standards of professionalism and integrity Ability to develop new systems and processes to improve efficiency. Flexibility to work varied hours. Ability to understand and adapt to the cultures of different	Essential Essential Essential Essential Essential Desirable Essential

	<p>schools in the city.</p> <p>An eye for detail and the ability to see complex projects through to completion.</p>	Essential
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All applicants will be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behaviour and attitudes to the use of authority and maintenance of discipline.