Job Title	Head of IT
Job Type	Permanent
Job Hours	Full time 36 hours per week, all year round.
Pay Grade/scale	OUTL11, Points 32-35 £45,749 - £49,053
Location	Cross site
Responsible to	COO

Job Purpose

This is a new pivotal and dynamic role delivering strategic, high-impact IT Services, playing a key role in shaping, communicating and delivering the Trust's mission, vision and values.

The Head of IT will lead the operational delivery of IT services across Astrum Multi Academy Trust, ensuring secure, reliable, and innovative digital infrastructure that supports teaching, learning, and administration. This role combines strategic planning, technical leadership, and hands-on management of systems, networks, and support teams across multiple sites.

You will also have the opportunity to work on strategic projects and initiatives that contribute to the vision and mission of Astrum MAT.

DUTIES AND RESPONSIBILITIES

Strategic Leadership & Planning
- Lead, develop and implement all aspects of Trust-wide IT strategy aligned with strategic, educational, and operational goals.
- Lead digital transformation initiatives, including the adoption of emerging technologies across the Trust.
- Technical advisor to the Trust's executive team, providing insights and recommendations on all technology-related matters
- Collaborate with educational leaders and other stakeholders to leverage technology for improved educational outcomes & business needs.

Operational Management
- Lead the day-to-day Trust IT service delivery, network infrastructure, and helpdesk operations to minimise disruptions and provide consistent "customer-focused service" to member Academies
- To be the escalation point for any Trust IT complaints and resolution.
- Effectively manage the Trust IT budget, including reporting expenditure, planning and forecasting multi-year capital budgets to ensure efficient use of resources.
- Oversee Trust wide procurement, project management and reporting of technology resources, ensuring cost-effectiveness and alignment with strategic goals.
- Manage Trust wide IT vendor relationships, contracts, and IT service level agreements across the Trust.
- Ensure all Trust wide IT license requirements are in place and renewed ahead of time, achieving best value for money.
- Responsibility to develop relationships with third party contractors, suppliers and advisors to achieve project delivery and network/ infrastructure improvement
- Being accountable for ensuring a full inventory of IT assets and consumables across the trust by way of an asset register, subject to internal and external audit.
- Monitoring service desk performance metrics and service-level agreements to drive continuous improvement.

Systems & Infrastructure

- Oversee administration and maintenance of hardware, software, LAN/WAN networks, cloud services, and trust systems to ensure they remain fit for purpose, identifying vulnerability, mitigating risk and ensuring value for money
- Maintain robust condition surveys for all sites including Hardware, software, IT/network infrastructure, driving the harmonisation and renewal of hardware across the Trust.
- Ensure trust wide integration of new systems and technologies is successful to continue enhancing operational resilience, efficiency and educational outcomes.
- Implement disaster recovery plans and ensure robust backup and virus protection protocols.
- Lead on IT onboarding, procurement and alignment of new academies to joint our Trust as we grow.
- Ensuring all systems are secure, stable, and scalable across all Academy sites.

Cyber Security, Risk & Compliance

- Develop and maintain IT policies and procedures ensuring they comply with safeguarding protocols, cyber security awareness/training, GDPR, and all other relevant Trust policies.
- Ensure high standards in cybersecurity, data protection, and compliance with DfE digital standards, ICO & RPA.
- Oversee the overall integrity of the Trust's IT environment including developing and maintaining a robust backup and Cyber Security Response Plan, ensuring that all critical systems and data are backed up and recovery processes are tested and validated regularly.
- Promote a safe digital environment across all academies within the Trust.
- Supporting, where required, the academy MIS's and associated systems, ensuring data integrity, security, and accessibility across departments, including finance and payroll systems.
- Supporting the Governance and Compliance lead to respond effectively to data breaches, SAR and FOI requests.
  Contribute to maintaining and updating the Trust IT risk register, including risk assessments to contribute to strategic planning and investment.

Team Leadership & Development

- Build, lead and mentor the Trust IT team, fostering a culture of collaboration and accountability. Managing the professional development, performance management, recruitment and selection of Trust IT staff, in conjunction with the relevant team leaders as appropriate.
- Lead on Trust wide CPD and training for staff on IT systems, cybersecurity, and digital tools.

Support & Helpdesk

- Ensure efficient helpdesk operations with timely resolution of technical issues using KPI's to measure improvement and common issues to target resources
- Provide user support and training for staff and pupils/learners.
- Ensuring all aspects of the School's IT Infrastructure and processes are clearly documented.
- Ensuring technicians have the correct skills and knowledge to complete the task.
- Work with 3rd line support contractor to escalate and expediate complex issues. Responsible for overseeing and maintaining the Trust's digital filtering and monitoring systems, ensuring compliance with safeguarding, data protection, and statutory requirements, ensuring systems remain effective, up to date, and aligned with DfE and KCSIE guidance.

PERSONAL ACCOUNTABILITIES

- To ensure strict confidentiality and accuracy in all areas of work including; processing sensitive data, data protection and Safeguarding.
- Performing other such duties of similar nature as from time to time may be required. Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the Trusts ongoing needs.
- To undertake any reasonable duties/projects which the executive team may request or require.
- Act as a member of the Trust's central team, contributing to strategic planning and decision-making. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
- Champion the Trust's values and ensure they are embedded in governance and compliance practices.
- To work flexibly to meet the needs of the role, demonstrating the ability to manage their workload independently while using their initiative to achieve objectives.
- Promote effective, open and honest working relationships with all colleagues and stakeholders.
- Act in such a way that at all times the health, well-being of students and vulnerable adults is safeguarded.
- Be familiar and actively promote the Safeguarding polices of the school and Trust, and completing all essential/ mandatory training in this area.
- To act in accordance with and comply with the Trust support services, procedures and policies relating to Safeguarding & child protection, health and safety, equality & diversity, confidentiality and data protection.
- To be responsible for your own continuing self-development, participating in Continuing Professional Development relevant to the role and to engage in Performance Management Reviews

These responsibilities may be varied from time to time to meet the changing needs of the Trust, but any changes will not alter the general character of the post nor the level of responsibility.

SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to actively share this commitment. All appointments will be subject to pre-employment checks, including an enhanced check with the Disclosure & Barring Service (DBS), as well as online searches, in line with Safer Recruitment guidance and the need to maintain a safe culture.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law following recognised codes of practice. The post holder is also required to be aware of and comply with the Trust policies on health and safety.