

Job Title:	IT Services Manager	Reports to:	Head of IT and Infrastructure
Location:	Home Based with Regular travel to sites	Accountable to:	Head of IT and Infrastructure
Salary/Grade:	NJC Grade G	Hours of Work:	37.5

Principle Purpose of the Role

The IT Services Manager is responsible for the day-to-day operational delivery of IT services across the Trust. The post-holder manages Cluster Leads, the central Service Desk, and procurement activity to ensure consistent, high-quality support for staff and students. The role ensures effective coordination of BAU operations across multiple schools, oversees incident and request management, and drives continuous service improvement.

Key Duties

Leadership & Line Management

- Line manage Cluster Leads across all school clusters.
- Line manage the central Service Desk function, ensuring effective triage, escalation, and customer service.
- Line manage procurement functions including IT assets and lifecycle management.
- Conduct performance management, appraisals, training and development planning for direct reports.

Operational Service Delivery

- Own and oversee day-to-day IT service operations across the Trust.
- Ensure SLA performance, ticket responsiveness, and customer satisfaction targets are met.
- Coordinate BAU activity with Cluster Leads, Regional Directors, and EBMs.
- Manage resourcing and workload distribution across schools based on demand.
- Lead operational incident, request, problem, and change processes (aligned to ITIL).
- Monitor service performance metrics and produce operational reports for the Head of Service.

Escalation & Technical Coordination

- Serve as the primary operational escalation point for cluster-level issues.
- Ensure efficient escalation paths into Infrastructure, Governance, or external suppliers.
- Support Cluster Leads with complex incidents, without taking on routine technical workload.
- Coordinate operational readiness for projects delivered by the Infrastructure & Change Lead.

Procurement & Supplier Management

- Lead procurement of Operational IT equipment, licenses, and services in line with Trust financial procedures.
- Manage Operational supplier relationships and ensure vendor SLAs are met.
- Oversee asset lifecycle planning and ensure accurate asset and inventory records.



- Coordinate central purchasing to achieve economies of scale and standardisation.

Risk, Compliance & Governance (Support Only)

- Ensure teams follow approved policies regarding security, data handling, and safeguarding.
- Ensure accurate operational data (tickets, asset registers, logs, reports) is maintained.
- Ensure operational teams' complete backup, filtering, patching, and DR tasks as required.
- Escalate compliance concerns the Governance Lead or Head of Service.
- Provide operational information for audits and governance activities.

Solution Architecture (Operational Systems)

- Own the solution architecture, design, and optimisation of operational IT systems including Service Desk tooling and device workflows
- Collaborate with Infrastructure and Governance Leads to ensure alignment with strategic and compliance requirements.
- Maintain architectural documentation, system maps, and operational workflows.

Continuous Improvement & Service Enhancement

- Drive process standardisation across clusters and Service Desk.
- Identify and implement service improvements.
- Support adoption of new technologies across the Trust.
- Work with other IT leaders to align operations with Trust strategy.

Generic Responsibilities

- To maintain ongoing Continuous Professional Development (CPD) activity and undertake any in-service training related to the post, including annual mandatory and role-specific training.
- To maintain regular contact and good working relationships with all staff throughout the Trust and external organisations.
- To maintain the security of the data held in the Trust systems in line with all relevant legislation, including the Data Protection Act 1998 and UK General Data Protection Regulations.
- To actively participate and attend team (and other) meetings as required for updates regarding Departmental procedures and action accordingly.
- To support the Trust's internal and external audit processes.
- To act as an exemplary role model of the Trust's values and behaviours.
- To ensure that safe working practices are followed in respect of all areas within the provisions of The Health and Safety at Work Act 1974.
- To comply with Trust Policies and Procedures.
- To maintain confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other people except in the recognised course of duty. The postholder must always meet the requirements of the Data Protection Act.
- To be aware of, promote and implement the Trust's Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.



Staff Development and Performance

- The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
- The Trust will aid and agree development objectives for the postholder to enable the postholder to achieve their objectives and standards in line with the development plan.
- If the postholder feels they are not achieving their objective as agreed in the development plan, they will bring it to the attention of their line manager at the earliest opportunity.

Demands and Working Conditions

- This is an operational post and there will be considerable conflicting work demands, deadlines and interruptions, particularly during peak periods and operational deadlines.
- The postholder is to undertake other duties commensurate to the grade of the post.
- Adhoc travel to attend training events and meetings may be required.
- There may be occasions when it will be necessary to cover other roles within the team or to work with other colleagues when there are peaks and pressing issues.
- There may be a requirement to spend large amounts of time working on sensitive information, for example, reports and audits.

Note: You may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of responsibility entailed. As such, the job description therefore is not intended to be exhaustive. It is also subject to change in the light of service developments and in consultation with the postholder and their manager. The post holder will be expected to adopt a flexible attitude to the duties to meet deadlines.



Person Specification

Education and Training			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Three GCSE/O Level/Functional Skills passes to include grade C/4 or above in English and Mathematics (or equivalent)	E	X	
ITIL or Service Management qualification (ITIL4)	D	X	
Degree or equivalent qualification	D	X	
Experience, Knowledge and Skills			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Experience managing multi-site IT operational teams	D	X	X
Leadership skills including performance management and coaching	E	X	X
Experience running a service desk or IT operations function	E	X	X
Previous experience of working in the education sector	D	X	X
Understanding of ITIL based service management	D	X	X
Full Driving licence	E	X	
Analytical and developmental skills to interpret complex information or situations.	E	X	X
Solving difficult problems or developing solutions to support ongoing operational change and project delivery.	E	X	X
Good communication and stakeholder engagement skills	E		X
Knowledge of how tasks need to be undertaken or situations managed across a specialist area.	E	X	X
Personal Attributes			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Calm and solution focused under pressure	E		X
Commitment to safeguarding and promoting the welfare of children and young people	E		X
Clear understanding and working knowledge of Reach South Academy Trust, its ethos and values partners, relevant systems and procedures	D		X
Strong organisational and prioritisation skills	E		X
Commitment to promote and support the aims and value partners Reach South Academy Trust	E		X
Motivated to work within the education sector and alignment with Reach South values and behaviours	E		X
Collaborative mindset to deliver excellent results	D		X

