IT Technician

Application Pack

Caroline Chisholm School

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Globally Minded • Future Ready

94% of CCS staff say

▶ 'I enjoy coming to work' and

▶ 'I receive high quality support'

(Oct 2025)

CCS received the 'Wellbeing Award for Schools' (2024)

Welcome · Thank you for your interest

Big question: 'Do you want to work in a place where staff wellbeing truly is at the heart of every decision?'

If so, then our school and the post of IT Technician at Caroline Chisholm School may be worth considering.

Our school is a dynamic and heavily oversubscribed all-through academy which, as England's first all through state school, covers an age range from 4 to 19. The school caters for over 2100 students across our Primary phase, Secondary phase, and Sixth Form. The school has an incredibly talented and motivated staff body and a supportive, bright, and extremely well-behaved student body.

We are currently seeking someone to join our incredible team within our fully inclusive, all-through learning community. The successful candidate will be a highly motivated individual who has outstanding experience and/or potential. You will be expected to motivate and inspire students, staff and parents to develop and promote a culture that challenges students to achieve at the highest levels.

Our school was last inspected by Ofsted in May 2025. The inspection confirmed we maintained our standing as 'Good' overall, with our Early Years Foundation Stage (EYFS) remaining 'Outstanding'.
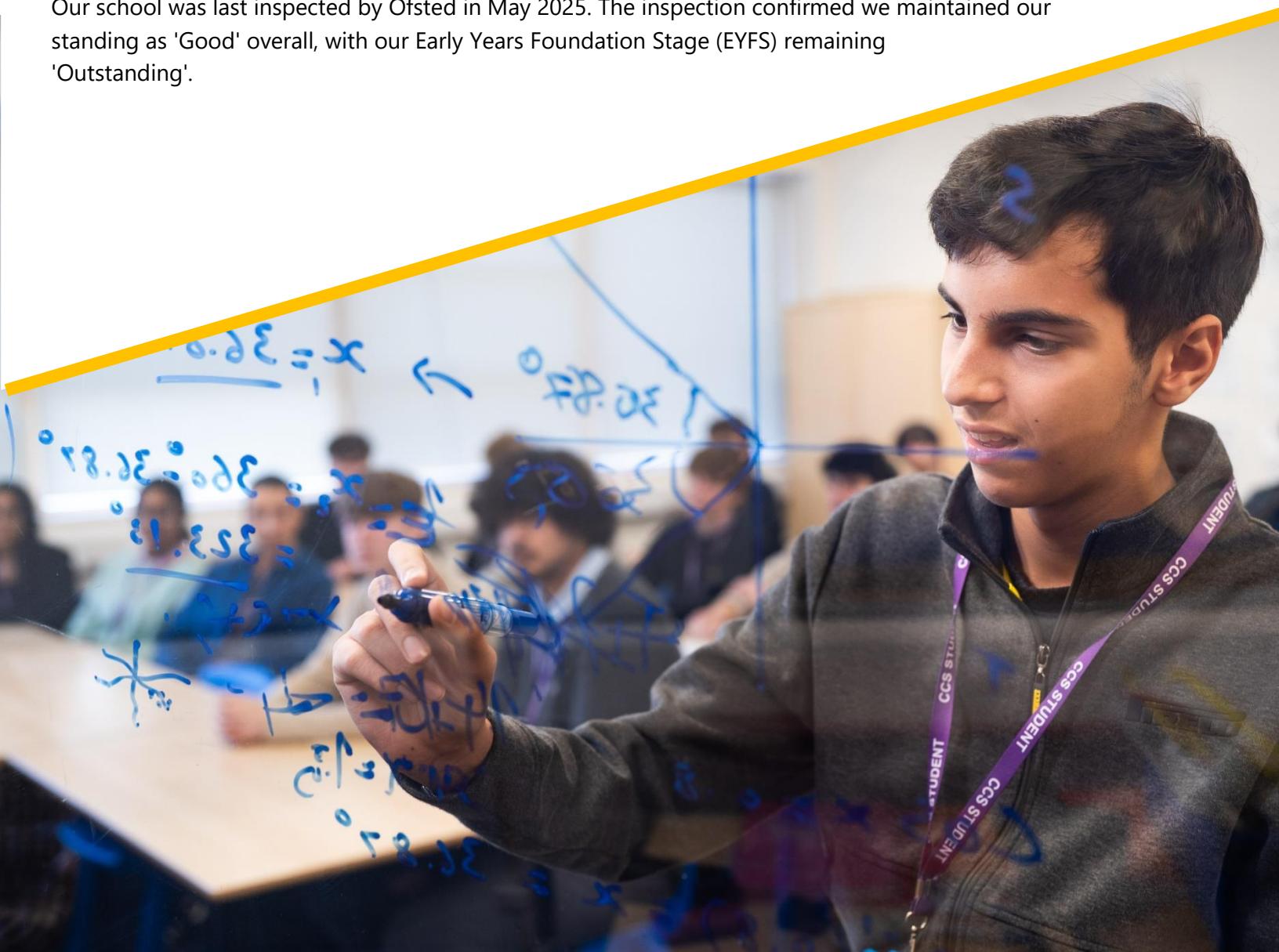
This is the important stuff...

▶ Our Vision

Our mission is simple, yet powerful: To inspire every student through the delivery of an innovative, world-class education'. We are proud to be a beacon of excellence in our community; a place where every individual feels safe, valued, included, and glad to belong.

Being an all-through school has a number of benefits for staff, students and parents; children stay settled; staff can work together across all phases and parents can be assured with a consistent approach to their child's education.

We believe passionately in nurturing the natural curiosity of every learner. Our curriculum and wider opportunities are designed to enrich lives, fostering not just academic success, but also social development, moral integrity, and personal growth.

At the heart of our school are our CCS values that shape and resonate in everything we do. Our learners leave us as confident, resilient individuals with deep respect for others and a life-long love of learning. Our curriculum is enriched with first class opportunities for creativity, personal development and global connection designed to shape not only great scholars, but also students who are 'globally minded and future ready'.

Caroline Chisholm School is proud to be a recognised World Class School for Higher Performance Learning (HPL). This accreditation not only reflects our commitment to the highest educational standards but also empowers us to support and develop teachers across the region. Through collaborative networks and action-based research, we continually refine our practice to ensure that every teacher is the very best they can be... because great teaching transforms lives.

▶ Our Values

At the heart of everything we do are the values that define us: acting with kindness, learning with curiosity, and living with integrity.

Kindness builds a community where everyone feels safe and valued. It teaches empathy, inclusion, and respect; qualities that underpin strong relationships and positive mental health. Kindness ensures that care for others remains central to all learning and behaviour.

Curiosity drives a love of learning and discovery. It encourages children and young people to ask questions, think critically, and explore the world with open minds. A curious learner becomes a lifelong learner; adaptable, creative, and ready to face change.

Integrity means doing the right thing, even when no one is watching. It fosters honesty, trust, and accountability, the foundation for strong character and good citizenship. It unites academic learning with moral development across every age group.

Together, we will continue to create an inspiring learning environment, one where our young people enjoy exceptional teaching, supported by a 'no excuses' culture, and leave us fully prepared for life and the world of work.

Personal message to applicants, from the Principal

It is such a huge decision to decide where and with whom you will 'do life' with during the next phase of your career. It is certainly something I have considered prior to every job I have ever considered in mine. Are these the kind of people who will support me, help me grow, empower me to become all I can be... somewhere I can give, somewhere I can effect change on the lives of young people... and importantly somewhere I can enjoy living?'

This has always been at the forefront of my mind in the schools I have led, as I believe that our greatest investment should be in our people.

Richard Branson said it best I think: "Train and equip people well enough that they can leave, treat them well enough that they don't want to." This philosophy underpins what we have termed 'The CCS People's Pledge' - our shared commitment to staff wellbeing and excellence. When we really prioritise staff wellbeing and professional growth, we create a culture where every colleague feels valued, supported, and empowered to thrive.

The reality is clear, well documented and often quoted: Workload, burnout, poor pay, lack of support, and leadership gaps are driving talented educators away. Yet schools will always exist, and children will always need great teachers and staff who support them. If we want to be part of shaping globally minded students to enable them to become future ready, something has to change, fast. That change starts with us. With us leading learning, not just managing people but trusting professional autonomy; and recognising the daily impact all staff make beyond test scores.

Teachers and Support Staff are the heartbeat of education. When they choose to leave, the entire system feels it. That's why our pledge is more than words, it's action. We commit to prioritising wellbeing, fostering belonging, championing balance, celebrating contribution, and investing in growth. Because when our staff thrive, our students flourish. It's important we do more than just talk and at CCS... we are doing exactly that!

If you feel that our school ethos fits your ambitions, I would very much like to hear from you. This position is available from January 2026.

Or if you would like to visit our school, please contact Jane Trevellick (jtrevellick@ccs.northants.sch.uk)

I look forward to exploring the future together, so please get in touch.

Kind regards

Chris Bishop

www.linkedin.com/in/cbishop1

IT Technician

Job description

Caroline Chisholm School

Reporting to:
Network Manager

Salary:
Grade F £25,989 - £26,403
dependent on experience.

Working time:
Monday to Friday, 37 hours per week,
52 weeks per annum.

Job Description

Main duties and responsibilities

Contribute to the provision of customer focused IT support services, supporting students, teaching and administrative staff. The applicant will be responsible for maintaining effective service delivery standards and will provide hardware and software support to the IT department in order to ensure a high standard of service to students and staff.
Applicants will have excellent interpersonal, communication and technical skills, together with the ability to work accurately under pressure and independently or as part of a team.

The IT technician is responsible for:

- Assisting in the development, support, maintenance, and security of all ICT systems within the school.
- Assisting in the installation, configuration and testing of hardware and software.
- Providing technical advice and assistance in the classroom to support students and teaching staff with learning activities.
- Assisting with staff training as required.

Operational
Work independently to provide day-to-day ICT support across the school.

- Manage own workload through the allocation of calls via the helpdesk.
- Establish and maintain good relationships with all students, parents/carers, colleagues and other professionals.
- Assist with the operation of the school's information and communication networks, undertaking appropriate repairs as necessary.
- Assist administrative staff with hardware and software operations as required by her/his line manager.
- Ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment.
- Assist with the installation and configuration of hardware and software including new releases, carrying out testing and training staff and students.
- Support the ongoing rollout of pupil and staff 1:1 device.
- Assist with the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- Diagnose and troubleshoot hardware issues. Repair and replace defective components on laptops and desktop computers.
- Assist in maintaining accurate and up-to-date records of all ICT hardware and software on site including its signing out/into staff, for example, laptops and digital projectors.
- Assist in installing Projectors and comfortable working at heights (appropriate training will be provided).
- Check and re-fit toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment.
- Assist in monitoring and managing the use of the internet within the school and report issues to her/his line manager.

- Assist in printing staff and student ID cards.
- Support the network by adding new members of the school community and archiving user materials from school leavers before removal of their user accounts.
- Support the delivery of training programmes for staff and assemblies as required.

Administrative
- Update helpdesk logs accurately and maintain documentation for completed tasks.
- Input and extract data from school management systems as directed.
- Prepare simple reports on IT usage or issues for the Network Manager.

General
- Attend school events as required and provide associated technical support.
- Attend relevant meetings and training sessions.
- Keep abreast of developments and changes in the ICT field and communicate to staff as appropriate

Safeguarding
- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies
- Work with the designated safeguarding lead (DSL) to promote the best interests of students, including sharing concerns where necessary
- Promote the safeguarding of all students in the school

Training and Growth Opportunities
- On-the-job training with experienced IT staff to develop technical troubleshooting skills.
- Mentoring and career guidance to progress toward roles such as IT Technician.
- Opportunities to attend vendor-led workshops on hardware and software systems.
- Support for continuing professional development (CPD) through school-funded courses.

Notes

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

"The school provides many opportunities for pupils to develop their talents and interests. […] Pupils have many opportunities to develop their character and to contribute to school life. Students in the sixth form are proud to mentor younger pupils."

Ofsted, 2025

Person specification

Education, training and skills

E	Good education with minimum of grade 4/C pass in GCSE English and Maths or O Levels at Grade C or above.
E	A recognised ICT qualification to a level appropriate to the role
E	Able to communicate effectively using both the spoken and the written word
E	Ability to prioritise own workload and make decisions for the best outcome for the role.

Personal Qualities

E	Ability to organise time efficiently and work to deadlines
E	Able to be an effective team player
D	Able to work effectively with diverse groups of people
D	Positive and caring approach to students
E	Able to show initiative and flexibility

Experience

E	Experience in working in a technical role in an IT-rich environment
D	Experience of working within an education or young people
E	Experience in Microsoft Windows and/or Microsoft Office and mobile device operating systems
E	Experience in performing laptop and desktop repairs
E	Experience in working to an agreed performance level and taking part in performance reviews
E	Ability to command and show respect

Applicable to all staff

E	Undertake training as required in order to fulfil the requirements of the role
E	Genuine interest in the education of young people and ability to contribute more widely to the life and community of the school
E	Play an active role in terms of safeguarding all students and adults

Our Core Wellbeing Offer

1. Work–Life Balance

▶ 45-minute meetings as standard

▶ "Out of office" email protocol for holidays/weekends

▶ Agile working arrangements considered

▶ Protected Planning, Preparation and Assessment (PPA) time

▶ Paid, annual 'Flexi-Day' off from Trustees available, upon request

▶ Directed time well below 1265 hours for teaching staff

▶ 'Discretionary leave' considered for life events

▶ Half day at end of Christmas and Summer terms

2. Recognition & Community

▶ Monthly "I heard a Whisper" awards

▶ Regular shout-outs from leadership and peers

▶ Relaxing, shared staffroom spaces

▶ Termly staff raffle

▶ "Feel Good Friday" thank-you briefings

▶ Link Trustees to leadership

▶ £500 "Recommend a Friend" bonus

▶ Salary sacrifice schemes for bikes, tech, childcare

▶ Blue Light Card paid for bi-annually

▶ Fair TLR values for part-time staff

3. Voice & Influence

- ▶ Annual strategy review using Boston Consulting Group (BCG) Matrix
- ▶ Annual anonymous staff survey with published actions
- ▶ "Stay Interviews" to understand retention
- ▶ Termly Staff Wellbeing Forum
- ▶ Dedicated Wellbeing Trustee
- ▶ Open-door SLT policy

4. Professional & Personal Growth

- ▶ Funded CPD and skill development
- ▶ Peer-to-peer instructional coaching & mentoring
- ▶ Transparent career pathways
- ▶ Regular 1:1s with leaders
- ▶ Disaggregated training days
- ▶ Learning walks with no personal judgements
- ▶ Free music tuition (where possible)
- ▶ July start for Early Career Teachers

5. Health & Wellbeing

- ▶ Wellbeing Policy
- ▶ Free flu vaccinations
- ▶ Access to 'GP On-Demand'
- ▶ Free tea and coffee
- ▶ Mental Health First Aiders
- ▶ Wellbeing modelled by senior staff
- ▶ Formal supervision statutory for DSL staff
- ▶ Wellbeing email for concerns/suggestions
- ▶ Confidential, free Employee Assistance Program (EAP)
- ▶ Clear policy for managing challenging families – 'no excuse for abuse'
- ▶ SLT agenda includes "Impact of decisions made"
- ▶ "Brunch at Breaktime" on last Friday of each month
- ▶ Fitness and wellness program – inc. Yoga lessons, staff sports, free on-site gym

How to apply

To apply, simply click "apply now" to complete the application form, and upload your supporting statement to tell us about your experience and suitability for the post with reference to the job description and person specification.

An on-line search will be conducted for all shortlisted candidates prior to interview.

If you have any immediate questions, or you are interested in visiting the school prior to application, please do not hesitate to email Jane Trevellick, Payroll and HR Coordinator via: jtrevellick@ccs.northants.sch.uk

Please note that all applications must be submitted by **midday Thursday 5 February 2026**

If you have not heard from the school within 2 weeks of this deadline, please assume that your application has not been successful on this occasion. References will always be requested before interview.

Interview

Interviews for the post will take place week commencing 9 February 2026

The school reserves the right to interview strong candidates at an earlier date to ensure we secure the best person for the post.

> **"Reflecting on my time in both primary and secondary, I can see how much support I've received. My school has provided a solid foundation in academics, helping me develop essential skills that I will carry forward."**
>
> Trisha, Year 8

Caroline Chisholm School

Principal: Mr Chris Bishop

Vice Principals: Mr Andrew Fisher, Mrs Elizabeth Husband, Mr Gary Wakefield

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