

Job Title:	IT Cluster Lead	Reports to:	IT Services Manager
Location:	School within a region, with regular travel to other schools	Accountable to:	Head of IT and Infrastructure
Salary/Grade:	NJC Grade F	Hours of Work:	37.5

Principle Purpose of the Role

The IT Cluster Lead is responsible for managing and supporting IT technicians across one or more geographic clusters of schools, ensuring high-quality IT service delivery and operational excellence. This role combines line management, technical support, and coordination with regional leadership to deliver business-as-usual (BAU) activities. The post-holder also acts as a second-line technician for their allocated region(s), providing advanced troubleshooting and technical expertise.

Key Duties

Leadership & Team Development

- Line manage, support, and train IT technicians across one or more regions (up to 5–6 direct reports).
- Conduct regular performance reviews, coaching, and skills development for technicians.
- Ensure consistent service standards and adherence to Trust IT policies across all schools in the cluster.

Operational Coordination

- Work alongside Regional Directors and Education Business Managers (EBMs) to deliver BAU activities.
- Act as the primary IT point of contact for regional leadership teams.
- Monitor service performance and escalating issues where necessary.

Technical Support

- Provide operational technical support to the region(s)
- Serve as second-line technician for the region(s), handling escalated technical issues beyond first-line capability.
- Provide advanced troubleshooting for hardware, software, networking, and cloud services.
- Support project delivery within the trust, including device rollouts, network upgrades, and system migrations.

Compliance & Best Practice

- Ensure IT operations comply with safeguarding, GDPR, and Trust security standards.
- Maintain accurate documentation of systems, processes, and incidents.
- Promote best practices in cybersecurity and data protection across the cluster.



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	
Experience, Knowledge and Skills			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Proven experience in IT support and service delivery within a multi-site environment.	E	X	X
Strong technical knowledge of Windows, M365, networking, and device management.	E	X	X
Experience managing and developing IT technicians.	D	X	X
Excellent communication and stakeholder engagement skills.	E	X	X
Ability to prioritize and manage multiple tasks across different sites.	D	X	X
Full UK driving licence and access to a vehicle (travel between schools required).	E	X	
Experience in education or similar service-driven environments.	D	X	X
Familiarity with ITIL principles and service management frameworks.	D	X	X
Personal Attributes			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Organised and proactive, with strong problem-solving skills.	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
Demonstrate personal and professional integrity, including modelling values and vision;	D		X
Commitment to promote and support the aims and values partners Reach South Academy Trust	D		X
Motivated to work within the education sector and alignment with Reach South values and behaviours	D		X
Collaborative approach to working with school leadership and IT teams.	E		X



Commitment to delivering excellent customer service and continuous improvement.	E		X
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