

**Success for all Educational Trust
Upper Brentwood Road
Romford
RM2 6HJ**

IT Project Coordinator

**Scale PO1, Points 27-30
Annual Salary - £41,133 - £43,680
36 hours per week - 52 weeks per year
28 days p/a annual leave entitlement, rising to 31 after 5 years service
Required ASAP**

We are seeking a highly motivated and autonomous IT Projects Co-Ordinator to join our dynamic Multi-Academy Trust. Reporting directly to the Head of IT & Data, this role is primarily focused on managing IT projects, identifying school needs, and implementing technical solutions across the Trust. This is a flexible role based out of Redden Court School but employed by the Trust. You will act as the main point of contact for new initiatives, working closely with school IT Managers and current IT staff to identify requirements and execute the bulk of the operational work involved in project delivery.

The Role:

- Leading the end-to-end management of IT projects, performing the operational work required to implement new solutions into schools.
- Taking responsibility for the daily operation of the IT helpdesk, ensuring all incoming tickets are reviewed, prioritised, and assigned.
- Regularly auditing helpdesk data to identify 'repeat areas' where tickets are frequently raised, investigating root causes, and proposing permanent technical fixes.
- Acting as a deputised line manager for IT Officers during periods of cover or absence, providing guidance, managing task allocation, and ensuring continuous service delivery.

- Working autonomously to identify IT needs and gaps within the schools, proposing efficiency improvements and innovative solutions.
- Collaborating with external vendors to coordinate installations and resolve technical issues.
- Providing technical backfill cover and support during interim project periods

Successful candidates will have:

- Between 3 and 5 years of experience in an IT support or technical function.
- Experience in coordinating or managing IT projects.
- Experience in the coordination, triage, and management of an IT ticketing system.
- Ability to provide support, guidance, and deputised management to IT staff during periods of cover.
- Strong knowledge of Google Workspace, Chromebooks, and Windows Network environments.
- Ability to manage the work and outcomes of vendors/contractors.
- GCSE at level A-C in English and mathematics or equivalent.
- Hold a valid full UK driving licence and access to your own vehicle.

Desirable Qualifications:

- Relevant IT certifications (e.g., CompTIA, Google Workspace (ACE), Project Management qualifications like PRINCE2 or Agile).

Why Work With Us?

As an employer, we are committed to promoting career development and recognise hard work and effort. As an employee, you will be covered by our excellent well-being support and medical cover programmes provided through the Spark and Medicash organisations. This includes access 24 hours a day to a GP helpline , physiotherapy , optical support , dental treatment , and access to a counselling service.

Success for all Educational Trust is committed to safeguarding and promoting the welfare of children and young people. All adults who work within the Trust and at our schools must share this commitment to young people.



"We welcome enquiries from everyone and value diversity in our workforce. Applications are welcome from all sections of the community regardless of gender, gender identity, ethnic origin, disability, age or sexual orientation."

Further details can be downloaded from our website www.sfaet.co.uk or from the Head of IT & Data at jadams@sfaet.co.uk

If you are looking to advance your career in a supportive and dynamic setting and are committed to providing the very best experience for our staff and students, we would love to meet you.

Closing date: Friday, 17th April 2026

Interview date: Wednesday, 29th April 2026

We reserve the right to close this vacancy early if we receive sufficient suitable applications for the role. If you are interested in the role, please submit your application as early as possible.

Please assume that if you have not had any acknowledgement of your application that you have not been successful.