



RADLEY

Service Desk Lead

Abingdon, Oxfordshire

KEY INFORMATION

We are looking to appoint a strong Service Desk Lead to join our IT Team. The team of seven look after a user base of 1,300 over an 800-acre site.

Technology plays a vital role in every aspect of life at Radley College, supporting teaching, learning and the smooth running of the school. We are seeking an IT Service Desk Lead to oversee our front-line support service, ensuring that staff and pupils receive an exceptional standard of help, guidance and technical support.

This is a highly visible role at the heart of the College community. Leading a team of two IT Service Desk colleagues and working as part of a close-knit IT department, you will report to the Head of IT Services and help shape the experience that staff and pupils have of technology across the College. We are looking for someone who combines sound technical knowledge with a genuine commitment to service, someone who enjoys helping others, takes ownership of problems and builds confidence through clear, thoughtful communication.



KEY INFORMATION

The successful candidate will be an experienced people manager and an accomplished customer service professional, able to engage effectively with everyone regardless of their IT expertise. You will be approachable, patient and solutions-focused, with the ability to explain technical matters in a way that is accessible and reassuring. Just as importantly, you will understand the value of strong relationships and take pride in delivering a responsive and personal service.

Whilst technical expertise is important, we are equally interested in candidates who have demonstrated excellence in customer-facing roles, who lead by example and who are committed to fostering a culture of professionalism, collaboration and continuous improvement. This is an opportunity to play a key role within a supportive IT team, influencing service standards and helping to ensure that technology continues to enable every aspect of life at Radley.

Hours of Work

This is an all year position, office based, working 35 hours per week. Core hours of work are 9.00am to 5.00pm Monday to Friday. The team operates a rota to cover Saturday mornings 8am to 1pm which amounts to around one Saturday in six during term time.



STAFF BENEFITS

- 33 days holiday per annum, including bank holidays. This increases by one day each year to a maximum of 38 days
- Contributory group personal pension scheme.
- Death in service benefit (if a member of the pension scheme).
- Reduced membership of the Sports Centre (£50 a year!).
- Reduced membership of our nine-hole golf course.
- Employee Assistance Programme.
- College sickness scheme.
- Free school meals during term time.
- Free parking on site.

APPLICATION PROCESS

Applications should be submitted via the link on the College's website. We reserve the right to interview candidates as applications are received and if successful we may withdraw the advert prior to the closing date.

If shortlisted, you will be invited for interview. Your interview will involve a brief session with our Human Resources department, to undertake a number of identity checks. A list of valid identity documents will be sent to you prior to your interview.

In the event of your application being unsuccessful, please be assured that all copies of identification will be destroyed.





RADLEY COLLEGE

Radley College is an independent full boarding school for boys aged 13-18 in Oxfordshire. Named Best Public School 2024 by Tatler, we are proud of our position as one of the world's leading schools, but it is our ability to unlock the potential in every boy and the sense of community here that makes us special.

Founded in 1847, Radley is proud of its tradition but is celebrated for academic excellence, innovation, and dynamism. We are fortunate to do all of this on a beautiful 800-acre campus with genuinely world-class facilities a few miles from the thriving city of Oxford.

We aim to nurture intellectual entrepreneurs; boys who can use their strong academic understanding to solve real-world problems. Exam results matter and our excellent A-Level and GCSE results evidence this. But we know that life doesn't have a syllabus, so we work hard to equip boys with the characteristics, life skills and values that will help them thrive in the workplace and in life.

Beyond the classroom, opportunities are limitless. Our boys excel on the sports field, in the concert hall, on stage and as part of our partnerships programme. Community is the central pillar of our ethos. All our boys meet in Chapel five days a week and we eat centrally, which helps to foster a sense of connection across the College.



SAFEGUARDING

Radley College is committed to safeguarding and promoting the welfare of its pupils and expects all employees to share this commitment. Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements.

All employees must attend appropriate training in accordance with College and local Safeguarding Board stipulations. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

A disclosure, at the enhanced level, will be requested from the successful applicant but a criminal record will not necessarily be a bar to obtaining this position. You will also be required to produce original evidence of qualifications as well as evidence of the right to work in the UK.



What strikes you is how kind and nurturing it is... it's the care Radley shows for the boys that is most remarkable.

TATLER SCHOOLS GUIDE 2024



RADLEY