



Job Description

Job Title: Digital Support & Compliance Officer

Location: Fountains Primary School

Job Description

Job Title	Digital Support & Compliance Officer
Location:	Fountains Primary School
Hours per week:	37
Weeks worked per year:	52 weeks (All year round)
Reporting to:	School Business Manager
Salary Scale:	Grade 3 Pt 4 / Apprenticeship Wage (all dependent on candidate experience)

Main purpose of Role

The main purpose of this role is to provide on-site digital, data and online-safety support to ensure the smooth running of ICT, information governance and administrative processes across the school. The postholder enhances staff and pupil experience by offering user-level ICT guidance, maintaining GDPR and compliance standards, and supporting key operational tasks that contribute to an efficient, safe and well-managed school environment.

Principal Accountabilities:

Support to School	<ul style="list-style-type: none"> Lead and support GDPR for the school and act as the school's GDPR lead. Assist with Subject Access Requests (SARs) and Freedom of Information (FOI) requests by locating, preparing and organising relevant data. Monitor and maintain the school website, ensuring compliance requirements are met and that content reflects the schools branding. Ensure that the school is compliant with online safety requirements, taking part in online safety meetings with an online safety responsibility. Attend and participate in relevant meetings as required. Participate in training and other learning activities and performance development as required. Support the maintenance and smooth running of ICT hardware, ensuring all equipment operates effectively and efficiently. Assist with the ICT and AV setup required for school events, including preparing and operating audio-visual systems. Provide support in the school office by carrying out accurate data entry and maintaining confidential HR records in line with data protection requirements. Support the school in maintaining accurate digital and paper-based records in line with data protection and retention requirements.
--------------------------	---

	<ul style="list-style-type: none"> Provide first-line ICT support to staff and pupils, offering guidance on tasks that can be completed at a local user level. Support staff with the use of digital tools, platforms and software used across the school. Recognise own strengths and areas of expertise. Assist with pupil needs as appropriate during the school day. Support and undertake clubs for pupils. Create and distribute staff I.D badge Manage and maintain signing in system.
Support for Resources	<ul style="list-style-type: none"> To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems. Assist with basic troubleshooting and user-level updates, referring complex issues to the MAT ICT team or external providers. Support the implementation and day-to-day use of the school's computer systems, escalating technical issues to the MAT ICT team where required. Liaise with the MAT ICT team to report issues, track progress and support smooth resolution of technical problems. Maintain accurate inventories of ICT equipment, software licences and digital resources. Carry out basic maintenance of ICT and AV equipment within own capability, escalating specialist repairs as necessary. Assist with the monitoring and management of stock (software and hardware) cataloguing resources and undertaking audits as required. Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities. To assist in the estimation of costing the implementation of new development or enhancements. To prepare progress reports and other relevant information to supervisor. To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques.
Support for the Classroom	<ul style="list-style-type: none"> To provide adequate training and quality documentation for all systems. To support pupil with online safety, lunchtime and afterschool clubs. Provide first-line troubleshooting for software and hardware issues, escalating unresolved problems to the MAT ICT team. Support teachers in using classroom technology effectively, including interactive boards, visualisers and learning platforms.

	<ul style="list-style-type: none"> • Assist with digital learning initiatives and promote safe, responsible use of technology by pupils. • Support the installation and setup of user-level software and hardware under the guidance of the MAT ICT team. • Help to promote and ensure the Health and Safety and good behaviour of pupils when required
Generic Responsibilities	<ul style="list-style-type: none"> • Represent and promote the ethos and values of Esteem Multi-Academy Trust • To take and be accountable for all decisions made within the parameters of the job description • Participate with performance management and training and activities that contribute to personal and professional development. • Actively promote and act at all times in accordance with the policies of the MAT e.g. Safeguarding, Health and Safety, Equal Opportunities • Provide a high standard of customer service in all dealings internal and external to the MAT • Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. • Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description • The MAT will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

This Job Description is non-exhaustive and sets out the main expectations of the post holder. This Job Description can be altered with the agreement of the postholder and will be reviewed regularly. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The MAT will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Esteem Multi-Academy Trust is committed to safeguarding and promoting the welfare of all its students. We expect all staff, volunteers and agency staff to share this commitment. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check. The possession of a criminal record will not necessarily prevent an applicant from

obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

Person Specification

Criteria	Essential	Desirable
Qualifications and Experience	<p>Experience of working in an ICT environment.</p> <p>Good numeracy and literacy skills.</p> <p>NVQ level 2 for IT practitioners or equivalent qualification or experience in a relevant discipline (or willingness to undertake an ICT apprenticeship)</p>	
Knowledge and Abilities	<ul style="list-style-type: none"> Good understanding and ability to use relevant technology. Ability to work constructively as part of a team. Good communication skills. Ability to relate well to children and adults. A good, working knowledge of current computer operating systems. Good organising, planning and prioritising skills. Methodical with a good attention to detail. Customer focused. Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. Open, honest and an active listener. Takes responsibility and accountability. Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. Is committed to the provision and improvement of quality service provision. Is adaptable to change/embraces and welcomes change. Acts with pace and urgency being energetic, enthusiastic and decisive. Has the ability to learn from experiences and challenges. Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, 	

	seeking new opportunities and challenges, open to ideas and developing new skills.	
--	--	--

Signed:

Date: