

## Job Description

Post Title:	Projects and Infrastructure Manager
Location:	Spencer Place (With travel to academy sites)
Salary/Pay Range:	NJC27 – NJC31
Hours of work:	37 hours per week, all year round (additional hours may be required to meet the requirements of the role)
Reporting to:	Head of Infrastructure

## Purpose of Role

The Projects and Infrastructure Manager is a key operational and technical role in supporting Trust-wide IT infrastructure, projects, and service continuity. The post holder will handle complex escalations, support the delivery of infrastructure projects, improve documentation and standardisation, and provide operational cover during incidents or staff absence. The role exists to reduce operational pressure on IT management while improving consistency, resilience, and service quality across our trust.

## Nature and Scope

The Projects and Infrastructure Manager is line managed by the Head of IT Infrastructure and operates across both infrastructure and service delivery functions. The role works closely with the Senior Technology Support Manager to support academy-level service delivery, manage technical escalations, and ensure continuity during periods of high demand or staff absence. This role operates within a matrix working environment, contributing to both infrastructure and service delivery priorities while maintaining clear accountability through a single line manager.

## Main Duties and Responsibilities

### General Delivery

- Handle escalations from the wider IT team, resolving complex or high-impact issues where possible and escalating appropriately when required.
- Provide advanced technical support across areas including, but not limited to, networking, device management, Intune deployments, web filtering, email security, SIM management, and onboarding of senior or IT staff.
- Support the delivery of Trust-wide infrastructure projects, ensuring consistent configuration, documentation, and rollout across our trust.
- Act as operational cover for Technology Support Managers/Officers during periods of absence and provide support during localised Priority 1 incidents to ensure service continuity.
- Carry out regular infrastructure and site checks to confirm systems are online, correctly configured, and aligned with Trust standards.
- Develop, maintain, and improve technical and user-facing documentation, supporting staff training, onboarding, and self-service wherever possible.

- Maintain accurate and up-to-date system records, configuration documentation, credentials, and inventories in line with Trust standards.
- Work professionally, with integrity and discretion, always maintaining confidentiality.
- Build effective working relationships with academy staff, central teams, and external partners where required.
- Maintain up-to-date knowledge of Trust systems, infrastructure, and processes, undertaking professional development aligned to the role.
- Comply with all Trust policies, including safeguarding, data protection, health and safety, and acceptable use.
- Undertake other duties appropriate to the level and responsibilities of the role as required by the Trust.

### **Strategic**

- Act as a technical bridge between academy-level service delivery and Trust IT leadership, supporting consistency, resilience, and capacity across the Trust.
- Support the Head of IT Infrastructure in delivering Trust-wide infrastructure priorities, ensuring agreed standards are implemented consistently across all academies.
- Contribute to the continuous improvement of Trust IT services by identifying recurring issues, operational risks, and opportunities for standardisation or automation.
- Support strategic infrastructure initiatives by providing technical insight, feedback, and implementation support, reducing reliance on senior management for day-to-day escalation.
- Ensure infrastructure practices support safeguarding, data protection, technical resilience, and Trust priorities.

### **Systems and Information Security**

- Support the effective operation and monitoring of Trust infrastructure systems to ensure availability, performance, and security.
- Support the administration and operation of network infrastructure, device management platforms, web filtering, email security, and physical security systems.
- Ensure infrastructure documentation, credentials, configurations, and system records are maintained accurately and securely.
- Support compliance with Trust information security, safeguarding, and data protection requirements, escalating risks or concerns as appropriate.
- Contribute to maintaining a secure, resilient infrastructure that minimises risk and downtime across the Trust.

### **Research and Planning**

- Support the research and evaluation of new technologies, system improvements, and infrastructure enhancements aligned to Trust priorities.
- Assist with planning, testing, and preparation for infrastructure changes or projects, ensuring compatibility with existing systems and minimal disruption to academies.
- Contribute to implementation planning, including rollout approaches, documentation requirements, and operational readiness.
- Identify opportunities for improvement that enhance efficiency, resilience, and user experience across Trust IT services.

### **Management**

- Act as a senior technical point of escalation for the IT service delivery team.

- Support service continuity during staff absence, peak demand, or major incidents.
- Work closely with IT leadership to reduce pressure and enable greater focus on strategic leadership and Trust-wide initiatives.
- Contribute to service improvement through knowledge sharing, feedback, and support for staff development, without direct line management responsibility.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

**Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our children and young people. Therefore, we expect everyone to share this commitment. All appointments are subject to satisfactory pre- employment checks, including a satisfactory Enhanced criminal records with Barred List Check through the Disclosure and Barring Service (DBS) and the completion of Level 2 Safeguarding training. It is an offence to apply for the role if an applicant is barred from engaging in regulated activity relevant to children (where the role involves this type of regulated activity).**

The Trust and its member academies are committed to promoting equality and diversity in both employment and education provision. We aim to ensure that students, parents, governors, employees, contractors, partners, clients and other stakeholders within the Trust community are treated fairly, and with dignity and respect regardless of Protected Characteristics.

Spencer Academies Trust is a Disability Confident Committed Employer

Name  
Signature  
Date

## Person Specification

	Essential	Desirable
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<b>Qualifications and experience</b>		
BTEC National NVQ3 or equivalent		A & I
CompTIA A+ / Network+ / MCP certifications		A & I
Experience working within cloud-first and hybrid environments, including Microsoft 365, Intune, and networked infrastructure		A & I
Knowledge of MIS management system		A & I
Technical experience of installing and maintaining ICT equipment.	A & I	
Technical experience of Network management platforms / Aruba	A & I	
Experience supporting IT services across multiple sites or a Trust-wide environment	A & I	
Experience handling complex technical escalations and high-impact incidents	A & I	
Experience supporting or contributing to infrastructure or systems projects	A & I	
Experience producing and maintaining technical and user-facing documentation	A & I	
Experience working closely with service delivery teams and senior stakeholders	A & I	
<b>Professional Knowledge and skills</b>		
Knowledge of child protection and health and safety procedures.	AIR	
Good knowledge of resources, equipment and safety procedures	AIR	
Strong understanding of IT service delivery and escalation management	AIR	
Ability to work effectively across infrastructure and service delivery functions	AIR	
Ability to assess infrastructure health and identify operational risk	AIR	
Strong documentation, standardisation, and process improvement skills	AIR	
Ability to operate effectively within a matrix working environment	AIR	
Knowledge of education IT environments and safeguarding implications		AIR
Familiarity with device management, identity, web filtering, email security, and physical security systems		AIR
<b>Personal Attributes</b>		
Self-motivating and resilient	AIR	
Good organisational skills	AIR	
Ability to develop effective partnerships	AIR	
Ability to work independently	AIR	
Able to proactively maintain and apply up-to-date technical and operational knowledge	AIR	
Good written and oral communication skills	AIR	
Knows the policies and procedures relating to safeguarding	AIR	
Full UK driving licence required	AIR	
Ability to be respectful and promote equality of opportunity and diversity	AIR	
<b>Safeguarding and Equality</b>		
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Understanding of the role of IT systems in safeguarding, access control, and data protection	I	
Must be able to recognise discrimination in its many forms and willing to put the school's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	
Enhanced DBS & Online Check (Satisfactory) & suitable references	I	

Application (A) / Information (I) / Reference (R)