

# How to Apply





# Job Description

**Job Title:** Trust IT Helpdesk Manager

**Band:** Grade 9 scale points 29 35

**Responsible to:** Director of IT

The Trust IT Helpdesk Manager is a senior operational role within the Trust IT function, responsible for the day to day leadership, coordination and delivery of IT support services across all schools. The postholder will ensure the effective operation of the IT helpdesk and play an active role in supporting the resolution of service requests and incidents, working alongside IT Technicians to maintain a high quality, responsive and customer focused service.

The role acts as the operational lead for IT support delivery, ensuring that tickets are managed effectively, workloads are appropriately prioritised, and users across all schools receive consistent and timely support. The postholder will be actively involved in the operational flow of support tickets, not solely as an escalation point, but as a working leader within the support function.

Working across Trust sites, predominantly secondary schools but with travel to all locations as required, the postholder will ensure IT support services are well coordinated, well communicated and consistently delivered. They will work closely with the IT Director and Infrastructure and Systems Manager to ensure operational delivery aligns with technical standards, infrastructure capability and strategic direction.

In addition, the Trust IT Helpdesk Manager will oversee service performance monitoring, operational reporting and continuous improvement of IT support processes. They will play a key role in maintaining strong communication with schools, contributing to cyber security awareness, supporting compliance requirements and ensuring effective user support and engagement across the Trust.

**The Trust IT Helpdesk Manager is responsible for:**

- Leading the day to day operation and performance of the Trust IT helpdesk and ensuring high quality IT service delivery across all schools.
- Actively contributing to the management and resolution of support tickets alongside IT Technicians, providing technical leadership and operational support where required.

- Managing the IT ticketing system and support workflows to ensure effective prioritisation, allocation and progression of incidents and service requests.
- Overseeing the operational delivery, coordination and performance of Trust IT service desk function.
- Managing IT Technicians and ensuring effective workload allocation, service coverage and operational standards across all Trust sites.
- Ensuring clear communication with schools and stakeholders regarding IT issues, service impacts and operational updates.
- Leading compliance with Trust IT policies, cyber security requirements and Department for Education Digital and Technology Standards.
- Supporting continuous improvement of IT support services, processes and user experience across the Trust.

## MAIN DUTIES AND RESPONSIBILITIES

### IT Service Delivery and Operational Management

- Lead the day to day operation of the Trust IT helpdesk, ensuring effective management, prioritisation and resolution of incidents and service requests across all schools.
- Actively work within the IT support function alongside IT Technicians, contributing to the resolution of support tickets and providing hands on support where required.
- Take ownership of ticket progression and service delivery standards, ensuring support requests are responded to efficiently and effectively.
- Provide day to day technical leadership and support to IT Technicians, assisting with troubleshooting, problem solving and workload coordination.
- Ensure high quality, responsive and customer focused IT support services are consistently delivered across the Trust.
- Monitor service performance, ticket trends and operational issues, ensuring effective communication and timely updates to stakeholders.
- Coordinate operational response to IT incidents and service disruptions, ensuring issues are managed and resolved appropriately.

- Support continuous improvement of helpdesk processes, workflows and service delivery standards.

### **Technical Support, Systems and Incident Management**

- Provide hands on technical support across hardware, software, systems and infrastructure technologies within the Trust environment.
- Support diagnosis, troubleshooting and resolution of technical issues across Trust schools, working collaboratively with IT Technicians and senior IT colleagues.
- Contribute to the effective operation, maintenance and monitoring of key IT systems and services that support day to day school operations.
- Liaise with the Infrastructure and Systems Manager regarding infrastructure related incidents, changes and technical developments.
- Support operational readiness for system upgrades, changes and implementation of new technologies.
- Maintain stable, reliable and secure IT services | across all Trust schools.

### **Team Leadership and Service Improvement**

- Line management of the IT Technicians and oversee day to day operational workload and service coverage across Trust sites.
- Support staff development through coaching, mentoring and hands on technical guidance.
- Promote a collaborative, professional and customer focused team culture.
- Ensure consistent application of operational processes, standards and escalation procedures.
- Contribute operational insight and recommendations to support wider IT service development and strategic planning.

### **Compliance, Cyber Security and Asset Management**

- Lead compliance with Trust IT policies, procedures and operational standards.
- Contribute to compliance with Department for Education Digital and Technology Standards and wider Trust compliance requirements.

- Support operational cyber security monitoring, awareness and incident response activities.
- Promote safe and secure use of IT systems and services across Trust schools.
- Maintain accurate and up to date IT asset registers and support audit and asset management processes.

### **Projects, Training and Stakeholder Engagement**

- Support delivery of IT projects, system implementations and service improvements across the Trust.
- Assist with rollout, testing and operational transition of new systems and technologies.
- Develop and lead IT training, user support and development of guidance materials where required.
- Maintain effective communication and strong working relationships with schools, stakeholders and external partners
- Provide operational updates and service information to the IT Director and wider Trust leadership where appropriate.

### **General Responsibilities**

- Work in accordance with all Trust policies and procedures, including safeguarding, data protection and ICT policies.
- Maintain up to date technical knowledge and undertake appropriate professional development. Support the wider objectives of the Trust IT function and contribute to continuous improvement.
- Promote equality, diversity and inclusion in all aspects of the role.
- Undertake other reasonable duties commensurate with the role and grading.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive, as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post, without changing the general character of the post. Dependant on need, you may be deployed across the Trust.

***BFLPT is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post including checks with the Disclosure and Barring Service.***



# Person Specification

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**Band:** Grade 9 scale points 29 35

**Responsible to:** Director of IT

Qualifications and Training	Essential	Desirable
GCSE English and Maths (Grade C/4 or above) or equivalent	✓	
Level 3 qualification in IT or related discipline (or equivalent experience)	✓	
Evidence of substantial experience in an IT support/service delivery environment	✓	
Demonstrable commitment to ongoing professional development	✓	
Experience of leading or coordinating IT service delivery or operational teams	✓	
Full driving licence and access to a vehicle (with business insurance), as role requires travel across Trust sites	✓	
Degree or higher level qualification in IT or related field		✓
ITIL Foundation certification (or equivalent service management training)		✓
Microsoft / Google / Apple technical certifications		✓
Training or certification in leadership, team management or service delivery		✓
<b>Knowledge and Skills</b>		
Significant experience in IT support, with a strong understanding of service desk operations and ticket lifecycle management	✓	
Proven ability to manage, prioritise and coordinate high volume IT support workloads across multiple sites	✓	
Strong working knowledge of Microsoft 365, Windows environments and mobile device ecosystems (Apple iOS / Android)	✓	
Experience supporting IT technicians or junior staff through coaching, guidance and operational leadership	✓	
Ability to analyse service issues, identify trends and implement service improvements	✓	
Strong understanding of cybersecurity principles and safe IT practice	✓	
Knowledge of GDPR, data protection and safeguarding requirements in an educational setting	✓	
Experience of working with IT service management tools (ticketing systems, asset management systems, monitoring tools)	✓	
Ability to communicate effectively with non technical stakeholders, including senior leaders	✓	

	Essential	Desirable
Experience working across multiple sites or distributed environments	✓	
Experience working within a Multi Academy Trust or education environment		✓
Understanding of DfE Digital and Technology Standards		✓
Experience supporting or contributing to cyber security incident response		✓
Experience contributing to IT service improvement planning or operational strategy implementation		✓
Familiarity with infrastructure concepts (networks, servers, cloud services) to support effective escalation and coordination		✓

### Personal Qualities and Effective Behaviours

Strong leadership presence with the ability to guide and support technical teams in a fast paced environment	✓	
Highly organised with excellent workload prioritisation and coordination skills	✓	
Calm and effective under pressure, particularly during incidents or service disruption	✓	
Strong commitment to delivering a high quality, customer focused IT service	✓	
Excellent communication skills (written and verbal), able to translate technical issues into clear updates	✓	
Confident decision maker within operational scope, able to take responsibility for service outcomes	✓	
Ability to build positive, professional relationships with staff at all levels across the Trust	✓	
High level of integrity, confidentiality and professionalism	✓	
Proactive approach to identifying and resolving service issues rather than reacting to them	✓	
Commitment to continuous improvement and service excellence	✓	
Ability to model positive behaviours and promote a collaborative team culture	✓	
Experience mentoring or developing IT staff in a structured or informal capacity		✓
Understanding of education environments and the importance of service continuity in schools		✓
Interest in service improvement, process design or IT operational optimisation		✓
Willingness to contribute to broader Trust IT development initiatives when required		✓

# How to Apply...

Thank you for your interest in joining BFLPT.

For an informal, confidential discussion about this role, please contact **Kristylee Denton** on **01302 885811** or email [hr@brighterfutureslpt.com](mailto:hr@brighterfutureslpt.com)

The closing date for applications is **9am Friday 26 June 2026**.

Shortlisting will take place on **Monday 29 June 2026**.

Interviews are scheduled for **W/C 29 June 2026**.

Applicants are advised to read the BFLPT Recruitment Pack carefully, in conjunction with the job description and person specification, prior to submitting an application.

To apply, please submit:

- A completed application form
- A supporting letter (maximum two A4 pages) outlining:

- Your motivation for applying
- How you meet the person specification
- The experience, skills and qualities you would bring to the role

To begin your application, please follow the link on our Trust website: [Brighter Futures](#)

**If invited to interview, where modifications/reasonable adjustments are required for a disability, it is the candidate's responsibility to notify the school/Trust in advance.**





**Brighter  
Futures**  
Learning Partnership Trust



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