



Downe House



CANDIDATE INFORMATION PACK

IT APPLICATIONS MANAGER



## Message from the Headmistress

Thank you for the interest you have shown in joining Downe House. I hope this information pack provides a clear overview of the position and of what it is like to work at our School. If you have any queries, please do get in touch - we are always happy to help. I would also recommend visiting our website, where you will find a wealth of information about us.

Downe House is a very special place, where we work together with a shared purpose: to support our pupils in reaching their full potential. There is a strong sense of community here, and every member of staff, whatever their role, plays an important part in our success.

We seek to recruit the very best staff at Downe House, and I could not be more proud of our dedicated team. Our expectations are high, but in return we offer a supportive and friendly working environment, generous benefits, extensive CPD opportunities, and the chance to make a real difference.

I hope you will feel encouraged to apply, and we look forward to hearing from you.

With all good wishes

EMMA MCKENDRICK

# About Downe House

Downe House is a leading UK independent day and boarding school for girls aged 11 – 18. Downe has long enjoyed a reputation for delivering a world-class education, focused on outstanding academic and extracurricular provision, and pastoral excellence.

Downe House was founded in 1907 by Olive Willis, who held a strong belief that a school should meet the needs of young women by prizing the individual and creating a strong community. With over 550 pupils, today's Downe House lives out the message that "each individual matters", alongside its Christian foundation and core values of kindness and respect for others. A Downe education sets out to inspire our pupils to succeed – and to prepare them to become inspiring role models as citizens of a global community.

Our immersive education gives girls both the freedom and support to develop their talents and interests. Inspirational teaching, enriching co-curricular opportunities and personalised curricula bring out the best in each girl, with holistic pastoral support. The lifelong friendships formed here create an unrivalled network of talented alumnae helping each other succeed beyond Downe House.

The School has an established reputation for academic excellence as well as outstanding pastoral care. We offer a flexible approach to suit the individual needs of our families, and girls have the choice of joining us as full boarders, flexi boarders or day pupils. Many of the girls are boarders, and they live in one of the ten on-site boarding houses. The emphasis is very much on creating a 'home from home' environment, and each house is staffed by a committed and caring team – some of whom are residential. Our ethos is to put families at the heart of our education, from creating the right balance between family time, to working in partnership with parents to ensure every girl gets the most out of school life.

Our international focus reflects our commitment and ambition to share our education management expertise on a global scale and to provide opportunities for staff and young people all over the world. Academic staff have the opportunity to participate in a global teacher exchange programme with our partner school in Australia. Selected pupils can also participate in our Global Schools Exchange or Global Internships programmes. We are committed to creating a diverse and global community within our founding School in Berkshire, alongside our international Schools in Oman and the Kingdom of Saudi Arabia.





# Working for us

Downe House employs over 450 staff across a wide range of roles, including teachers, administrators, accountants, technicians, school nurses, housekeepers, matrons, and chefs. Working here means joining a welcoming, ambitious, and forward-thinking community where every member of staff is valued for the part they play in shaping the lives of our pupils. As a leading UK independent school with a proud heritage and a modern outlook, we strive to create an environment where students and staff alike can thrive. Colleagues describe Downe House as a place of genuine collaboration, where professional expertise is respected, and development is encouraged at every stage of your career.

Staff benefit from exceptional facilities, a beautiful campus, and strong investment in wellbeing and training. Whether your role is in teaching, pastoral care, administration, or support services, you will be supported by a highly professional team and offered many opportunities to get involved in all aspects of school life. Our culture is shaped by kindness, inclusivity, and a shared belief in the value of holistic education.

At Downe House, you will make a meaningful difference each day, enjoy a vibrant workplace, and contribute to an institution that strives for excellence while remaining grounded in community. We welcome talented, caring, and enthusiastic individuals who want to grow with us and help our pupils flourish.

## Inspiring people



# The position

## IT APPLICATIONS MANAGER

**START DATE:** 1st May 2026

**CONTRACT TYPE:** Permanent - Full Time

**SALARY:** £50,000 pa

**HOURS:** 40 hours per week

**REPORTING TO:** Director of Digital Delivery and Innovation

### JOB PURPOSE AND OVERVIEW

To manage the IT applications of the School, and ensure a robust, reliable and secure service is developed and maintained. To provide data management support and facilitate adoption, use, change and improvement of identified applications and services as required. To manage and improve the service management framework for identified applications and associated software vendors. To facilitate rapid resolution of application incidents. To establish effective working relationships with operational teams and contacts throughout the School. To support the Digital Delivery and Innovation team (DDI), School leadership, staff, students, external service providers i.e. application providers, maintenance suppliers and infrastructure support providers.

### DEPARTMENT OVERVIEW

The Digital Delivery and Innovation Department supports over 450 staff working in a wide range of roles in the School including Academic, Boarding, Operational, Catering, Estates and the Leadership Team. We also provide technical support to approximately 560 pupils in the School. The department plays a pivotal role in supporting technical operation and wider group activities. The department is also responsible for managing all aspects of IT service delivery and audio-visual technical production. The team ensures that both staff and pupils are able to use technology as effectively as possible. Key functions include operational support, applications management, infrastructure and security management, and technical delivery of audio and visual events.

Across all functions of the team, customer service is at the heart of what we do. The team works closely with other departments, pupils, parents and external stakeholders to deliver a professional and efficient service, upholding the School's commitment to excellence. With a focus on accuracy, transparency, and collaboration, the team underpins the School's ability to provide an outstanding immersive education for all students.





## KEY RESPONSIBILITIES

### Delivery

- Manage and evolve the core applications of the School in line with industry developments and current needs.
- Understand product operation in detail and determine the project methodology and process for delivery of the applications.
- Liaise with School representatives and staff responsible for using the applications, demonstrating the solution operation, evaluating requirements, identifying operational gaps, gathering required data and agreeing the plan for implementation.
- Take ownership of delivery of the implementation plan, including responsibility for technical configuration of the product, desktop configuration and network integration.
- Occasional international travel will be required.

### Support

- Facilitate resolution of operational problems and change requests and provide appropriate training and technical support.
- Take ownership of relevant application incidents, ensuring appropriate priorities are set, required resources are engaged and regular communication is in place.
- Manage the application support incident queue to ensure timely resolution of escalated incidents.
- Provide data management support in accordance with the School's annual cycle, including rollover of the MIS and associated data updates.
- Provide clear impact assessment and follow up actions for incidents using knowledge of operational processes captured through regular meetings with operational staff.
- Monitor and improve the approach taken by staff when handling support tickets.
- Act as a point of escalation to troubleshoot and resolve issues as required.
- Handle communications across the school for major incidents.
- Create and maintain standard operating procedures.

- Manage application updates covering communication to School departments, training of operational and IT departments, co-ordination of the application updates and provision of operational support plans.
- Carry out other tasks as agreed.

## OTHER DUTIES AND RESPONSIBILITIES

### Dimension

Decision-making authority:

- The direction of the activities associated with applications support.
- The priorities for applications support, in accordance with the IT Strategy and agreed plans.

Staff management/budgetary management:

- Project Budgets associated with external expenditure (capital purchasing, applications licensing and maintenance).
- Resources assigned to project teams, to be managed as appropriate to line management responsibilities and networking.

### Key Performance Measures

- Applications Service – Delivery of the applications service to the School, without significant failure or poor service performance.
- Software Delivery – Delivery of projects and application updates from identified application vendors in line with agreed delivery and release requirements.
- Project Communication – Communication of project delivery progress, to ensure the School is aware of status and any related issues.



# Person specification

## ESSENTIAL

- **Qualifications** – Degree qualified and/or relevant professional qualification and experience (e.g. Computer Science, MCSD, Prince 2 Foundation)
- **Experience** – Typically at least 5 years of application support management experience and 2 years project management experience, in roles that require involvement and understanding of application delivery and process mapping. Aware of industry and professional standards. Familiar with integrated application environments, including Student Information Systems, CRM and Virtual Learning Environments using cloud services.
- **Skills** – Familiar with methodologies and project tools such as PRINCE2 and Microsoft Project. Familiar with specified high-level programming languages (e.g. Power Automate, PowerBI), and integration techniques (e.g. API, Wonde). Familiar with methods and techniques for structured reviews.
- **Analytical Thinking** – Effective at acquiring an understanding of a problem or situation and developing an approach to interacting with the situation.

- **Strategic Perspective** – Needs to keep overall objectives and strategies in mind, and not be deflected by matters of detail.
- **Stress Handling** - Retaining objectivity and proper understanding of a problem or situation when placed under conditions of stress
- **Industry Developments** – Must take initiative to ensure technical skills and specialisations are kept up to date in line with industry developments and ensure that all relevant skill sets are current.
- **Safeguarding** - A commitment to safeguarding and promoting the welfare of all pupils, and the willingness to undertake appropriate child protection training when required.

## DESIRABLE

- **Training** – Formal training in Project Management and Service Management disciplines (e.g. ITIL).
- **Applying Standards** – Effective in the application of relevant industry and process standards to all tasks undertaken.
- **Schools Experience** - previous experience of working in a similar role in schools.

Downe House is committed to safeguarding and promoting the welfare of students and expects all staff to share this commitment and adhere to, and comply with, the School's Safeguarding and Child Protection Policy and procedures at all times. Appointed candidates will be subject to an enhanced DBS check and an online social media check.

**We promote equality of opportunity and support an environment that values and promotes diversity and inclusion.**

# Personal attributes

- **Achieving Results** – Be aware of key School objectives and be experienced at working to tight deadlines and under pressure.
- **Building Relationships** – Experienced in developing effective relationships with all staff and be recognised as providing a supporting role.
- **Commercial and Business Awareness** – Able to identify opportunities and be aware of the associated risks. Able to balance the financial, quality, people and customer expectation related risks.
- **Customer Focus** – Expert in anticipating and understanding customer expectations and ensure they are appropriately managed. Able to build partner relationships with customers and suppliers and focus on solving their problems.
- **Communication** – Experienced communicator with colleagues and senior management, including producing reports, delivering presentations and taking a leading role in meetings and discussions.
- **Planning and Organising** – Experienced at determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems, allocated budgets and priorities.
- **Teamwork** – Experienced at contributing towards the objectives of a team, understands the needs, objectives and constraints of those in other disciplines and functions.
- **Problem Solving and Decision Making** – Expert at solving problems in a measured and creative way.
- **Influence and Impact** – Experienced at identifying goals and objectives and motivating and leading others towards their achievement. Experienced in networking throughout the wider IT community.
- **Innovation, Flexibility and Adaptability** – Work with a positive attitude and respond well to management and customer requests. Some evening and weekend working will be required, supporting School events goals.



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# Employee benefits



## ANNUAL LEAVE

25 days + Christmas shutdown + Bank Holidays



## BEREAVEMENT SUPPORT

practical, probate & emotional support



## COMMUNITY & SOCIAL

regular social events for staff & family



## CPD

weekly opportunities for learning & development



## EMPLOYEE ASSISTANCE

confidential advice & counselling service



## EYE TEST

free eye test & contribution towards glasses for regular VDU users



## FLU VACCINATIONS

annual on-site free vaccinations



## FREE MEALS

daily nutritious & delicious meals



## EMPLOYEE REFERRAL REWARD

£300 for successful referrals



## FEE REMISSION

generous discounted fees



## GROUP INCOME PROTECTION

75% salary



## GYM

free access to on-site gym & discounts at local gyms



## HEALTH & WELLBEING

a range of health benefits i.e. Virtual GP & Online Physiotherapy



## LIFE INSURANCE

3 x salary



## LINE MANAGER SUPPORT

in house workshops & Aspiring Middle Leaders programme



## LOCATION

well connected, within easy reach of A34 & M4



## PARKING

plenty of onsite parking



## PENSION

generous employer contributory schemes



## SWIMMING POOL

access to heated on-site swimming pool



## TECH

Microsoft showcase school using leading technologies



## WORKING ENVIRONMENT

beautiful semi-rural campus on 104 acre estate



## CYCLE TO WORK SCHEME

savings on purchasing a bicycle & accessories for commuting purposes

“I benefitted hugely from the coaching and mentoring that was available to me. Whilst Downe prides itself on seeking the best possible route for each student, this is true of their approach to their staff as well.”

“Downe House is a very busy, vibrant and exciting place to be a part of. The expectations within my role are high, but I have felt very supported since I started, and there is a tangible culture of collaboration and kindness at the school.”

“I’m enjoying being part of such a supportive team and a community that empowers young women to succeed. Downe House’s reputation and beautiful setting make it a truly inspiring place to work.”





# *Inspiring girls*

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[www.downehouse.net](http://www.downehouse.net)



Downe  
House

