



PRINCE ALBERT COMMUNITY TRUST

RECRUITMENT PACK

**TRUST SENIOR ICT
TECHNICIAN**



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WELCOME FROM OUR CEO

Thank you for taking the time to download the application pack and expressing your interest in the Senior Trust ICT Technician vacancy at the Prince Albert Community Trust.

I am a mom of five wonderful children and I passionately want the very best for each and every one of them, they are all unique individuals which means no one model suits them all. What I want for them is the same as any parent would want for their child; the very best. The best school, the best teachers, the best opportunities, the best sports coaches, the best dinner staff and the best pastoral care in order to ensure they are happy, safe and successful, today and in the future.



I have worked as a teacher and leader in numerous schools across Birmingham for the last 22 years. Being the Chief Executive Officer for The Prince Albert Community Trust is an exceptionally privileged position which enables me to strive and achieve for PACT children what I want for my own. One of our mantras is “we work this hard because we believe that our schools have to be good enough for our own children...we hope someone will work this hard for our children.”

Key to achieving our PACT vision of “enable every student to succeed at school and in life” is one of my core principles; developing people. I believe by inspiring and developing staff we will inspire and develop our students and so we work extensively to personalise the learning for all. I feel blessed to work with the children, staff, and trustees of the PACT. My role allows me to work with and for all of our schools. Having a strategic overview of their strengths and areas for development, we work tirelessly to support each other across the PACT working in true collaboration.

We actively seek and positively welcome challenge, feedback and suggestions. Please feel free to see any of our staff, myself, or our feedback section on our websites and help us on our journey. The door is always open.

Phillippa Sherlock-Lewis

OUR PHILOSOPHY

We want our school leavers to have a strong sense of purpose and for them to understand that they can benefit from society but more importantly can be a benefit to society. We want our students to be hard working, ambitious and resilient. They will understand their rights and responsibilities as British citizens and their roles in improving their neighbourhoods and communities. They will have every opportunity to develop their emotional intelligence and decision making skills. They will develop an understanding of local, national and international issues and will have an awareness and understanding of their position as global citizens.

We have a fundamental and strongly held belief that our students have the potential to achieve the highest academic standards and to compete with high achieving students locally, nationally and internationally. We want to prepare our students for the very best opportunities the world has to offer. To make this possible we nurture excellent partnerships with leading universities and businesses. The success of our schools is built on the relationships we have with our families which is based on mutual trust and an understanding that we only want the very best for our students.

'Our students have the potential to achieve the highest academic standards'



OUR VISION, AMBITION AND VALUES

Vision

Enable every individual to succeed at school and in life

Ambition



Exceptional pupil welfare



Exceptional people



Exceptional education



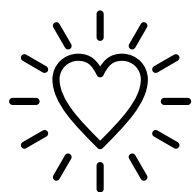
Exceptional infrastructure



Sustainability

Values

In all that we do we demonstrate:



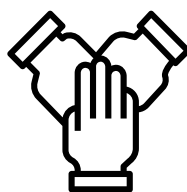
PASSION

Inspiring a love of learning and being determined to make a difference.



ASPIRATION

Wanting the very best for our pupils, our families, our communities and our staff.



COLLABORATION

Working positively with each other, with parents and carers, other stakeholders and partners to achieve our goals.



TRUST

Acting with integrity, being reliable and caring to create a safe and respectful environment for all to learn and work in.

SAFEGUARDING POLICY

CHILD SAFEGUARDING POLICY

At Prince Albert Community Trust we are committed to Safeguarding and Promoting the Welfare of all its students. Each students' welfare is of paramount importance. We recognise that some children may be especially vulnerable to abuse e.g. those with Special Educational Needs, those living in adverse circumstances.

We recognise that children who are abused or neglected may find it difficult to develop a sense of self-worth and to view the world in a positive way. Whilst at PACT, their behaviour may be challenging, we will always take a considered and sensitive approach in order that we can support all our students.

The Trust's Child Safeguarding Policy applies to all adults, including volunteers, working in or on behalf of the Trust.

Everyone in the education service shares an objective to help keep children and young people safe by contributing to:

- Providing a safe environment for children and young people to learn in education settings; and
- Identifying children and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe both at home and in the education setting'

KEEPING CHILDREN SAFE IN EDUCATION 2026

The Trust pays full regard to 'Keeping Children Safe in Education' guidance 2026. We ensure that all appropriate measures are applied in relation to everyone who works for the Trust who is likely to be perceived by the children as a safe and trustworthy adult including e.g. volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history, social media, and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and an Enhanced DBS check.

Please visit each school's website by clicking on the images below for their full policy.



ROLE INFORMATION

JOB TITLE: Trust Senior ICT Technician

SALARY: Grade 3

ACCOUNTABLE TO: The PACT Board of Trustees, Academy Committee, CEO and Deputy CEO, Director of Communications & Technology

JOB DESCRIPTION: TRUST SENIOR ICT TECHNICIAN

Prince Albert Community Trust is committed to safeguarding and promoting the welfare of children and young people and requires all staff to share this commitment. This post is subject to safer recruitment measures, including a DBS check.

Core Purpose

- To provide an efficient and effective ICT Technical support service to all Trust stakeholders
- To provide maintenance, installation and support services across our school sites including the Central Support Team
- To provide technical assistance and software assistance during lessons
- To provide training and support sessions for staff, students, parents and other stakeholders
- To support the maintenance and development of ICT resources

Duties and Responsibilities

- To be responsible for the provision of ICT support in all areas, using specialist technical skills to meet the needs of our stakeholders
- To train other staff in the appropriate use of ICT fixtures, such as projectors, interactive whiteboards and computers in order to promote the pupils educational experience
- Repair, maintenance and installation of all desktop and laptop computers, servers, networking and other hardware devices including the installation of all appropriate software
- Maintenance and development of a school wide network including network installations and configuration
- Providing support and training for students and staff in the use of ICT including the in-service training of staff
- To configure ICT equipment, hardware, software and peripherals and ensure efficient performance is maintained
- To install, configure and maintain antivirus, firewall and content monitoring software

Faults

- To monitor the network for any faults that may occur
- To diagnose and resolve network infrastructure software and hardware faults
- To perform a range of maintenance, repairs and upgrades to avoid subsequent similar faults in the future
- To monitor that daily backup systems and disaster contingencies are in place in the event of such faults to minimise disruption The provision of technical support to enhance curriculum delivery
- Provide support to teachers and support staff during lessons including working with students and the delivery of some technical parts of lessons
- Provide ICT support and training to teachers and support staff where necessary to enhance and improve the delivery of education within the school Delivery and set up of portable ICT equipment as required by staff
- To contribute to the development of ICT and its use within the school
- Installation and maintenance of whiteboard technology and other technological equipment associated with teaching and learning
- Provide support for students in out of hours classes/extra curricular time (within the employee's working day)

Administration

- To record and monitor ICT equipment inventories throughout the school
- To record and monitor ICT requests for repair and advice in appropriate equipment use
- To ensure that all ICT equipment is security marked/asset tagged
- To ensure that all software is used in accordance with authorised licences

Development

- Contribute to the development and implementation of policies relating to technicians and ICT support provision
- In consultation with appropriate Heads of Department / Subject Leaders, assist in the development and monitoring of relevant plans and procedures to support the implementation of the curriculum and school targets

JOB DESCRIPTION: TRUST SENIOR ICT TECHNICIAN

Health & Safety and Security

- Maintenance of Health and Safety issues related to the use of ICT
- To ensure that all tasks carried out are with due regard to Health and Safety
- To work proactively to ensure that equipment is protected from damage or misuse and to be vigilant in spotting unsafe or dangerous equipment and to take appropriate action
- To contribute to provision of physical security measures to protect against loss of equipment
- To ensure that at all times ICT facilities are fully functional and secure
- To be committed to safeguarding children and being proactive with regards to Online Safety and keeping children safe online
- To undertake appropriate professional development including adhering to the principle of performance management
To contribute to the development of our websites through liaison with all areas of our schools and line manager
- To provide support for the wider community of our schools as directed
- To liaise with suppliers to obtain quotations for ICT related purchases, ensuring best value
- To liaise with external agencies and technical support providers where appropriate
- To adhere to the ethos of the Trust and its schools
- To promote the agreed vision and aims
- To set an example of personal integrity and professionalism
- Attendance at appropriate staff meetings
- Individuals have a responsibility for promoting and safeguarding the welfare of children and young people they are responsible for or come into contact with

Other

- To build effective working relationships, both within the Trust and with external stakeholders
- To take a customer focused approach with the school(s) including organising regular visits
- To develop a clear understanding of the PACT's vision, mission and strategic aims and to actively support these
- To remain up to date with the PACT's policies, procedures and code of conduct and always uphold these
- To identify and undertake relevant training to enable continuing professional development, where resources allow
- To prepare for and proactively engage in the performance review cycle with your line manager
- To complete any other tasks commensurate with the grade and nature of the role

The PACT is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Category	Essential	Desirable
SKILLS & ABILITIES	• Able to communicate clearly, adapting language to support technical and none technical staff, and present information in group situations • Able to administer networks especially with regard to security and back up, maintaining full records of changes, errors and adaptations • A good understanding of the legal, security and moral issues relating to the use of ICT in schools • Able to solve hardware/software faults • Able to train and mentor non-IT Staff • Able to work effectively as part of a team • Able to train/support colleagues • Able to keep information confidential	• Knowledge of ICT systems and software used in schools, for example, Management Information Systems (MIS) such as Arbor • Experience using Mobile Device Management (MDM) systems such as Intune • Knowledge and understanding of the importance of Cyber Security
EXPERIENCE	Experience in an IT Support role including: • Administration of Microsoft 365 and Azure services • ICT systems, server and network installations, configuration and hardware maintenance • Installing and supporting Microsoft Operating Systems and Applications such as Office • The ability to diagnose and resolve network infrastructure, software and hardware faults • Experience in liaising with suppliers/external technical support agencies • Provision of advice and support to users • Proven organisational skills.	• Experience in a school setting • Experience configuring and working with Virtual Local Area Networks (VLANs) • Experience in administration of Windows Server
APTITUDE	• High level of personal and professional integrity. • Able to maintain confidentiality when dealing with confidential or sensitive matters. • Adaptable to change. • Self-motivated to seek opportunities to increase job knowledge and understanding and development.	
EDUCATION /QUALIFICATIONS	• Suitable standard of education particularly in numeracy and literacy	• Relevant ICT qualification • A full UK driving license • Any relevant training / willing to undertake appropriate training
OTHER	• Must be willing to work in a developing and pressured environment in order to meet the needs of the Trust, the Central Support Team and senior leaders. • Able and confident to work on own initiative whilst still being part of a team • Commitment to equal opportunities	

EXPLANATORY NOTES

Applications will only be accepted from candidates completing the **Trust's Application Form**. Please complete ALL sections of the Application Form which are relevant to you as clearly and fully as possible. CVs will **not** be accepted in place of a completed Application Form.



SAFEGUARDING CHILDREN AND YOUNG PEOPLE

We are committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

- Candidates should be aware that all posts in Prince Albert Community Trust involve some degree of responsibility for safeguarding children and young people, although the extent of that responsibility will vary depending on the nature of the post. Please see the job description enclosed in this Application Pack for further details.
- Accordingly, this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as "spent" must be declared.
- If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offence, including those related to children or young people (whether disciplinary sanction is current or time-expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any investigation or disciplinary proceedings. If you are not currently working with children, but have done in the past, that previous employer will be asked about these issues.
- Where neither your current or previous employment has involved working with children, your current employer will be asked about your suitability to work with children, although it may be answered not applicable where it is appropriate; if your duties have not brought you into contact with children or young people for instance.



INTERVIEW PROCESS

After the closing date, short listing will be conducted by a Panel. You will be selected for interview entirely on the contents of your application form, so please read the Job Description and Person Specification carefully before you complete your form.

All candidates invited to interview must bring the following documents:



1. Documentary evidence of **right to work** in the UK



2. Documentary evidence of **identity** that will satisfy DBS requirements



3. Documentary proof of current **name** and **address**



4. Where appropriate any documentation evidencing **change of name**



5. Documents confirming any educational or professional **qualifications** that are necessary or relevant for the post

Please note that originals of the above are necessary, photocopies or certified copies are not sufficient. We will seek references on shortlisted candidates for Trust based positions and may approach previous employers for information to verify experience or qualifications before interview. Any relevant issues arising from references will be taken up at interview.



CONDITIONAL OFFER: PRE-EMPLOYMENT CHECKS

Any offer to a successful candidate will be conditional upon:

- Verification of right to work in the UK
- Receipt of at least two satisfactory references (if these have not already been received)
- Verification of identity checks and qualifications
- Satisfactory Enhanced DBS Check
- Verification of professional status such as QTS Status, NPQH (where required)
- Satisfactory completion of a Health Assessment
- Satisfactory online check
- Satisfactory completion of the probationary period (where relevant)
- Where the successful candidate has worked, or been resident overseas in the previous five years, such checks and confirmations as may be required in accordance with statutory guidance



HOW CAN I APPLY?

To apply for this role, please complete the online application form available via My New Term

Adverts Open
13 August 2026



Shortlisting
TBC



Deadline for Applications
6 September 2026



Interviews
TBC

All candidates are required to complete an application via MyNewTerm. All applications will receive an email confirmation of receipt of application via MyNewTerm. The candidates selected for interview will be informed after shortlisting via MyNewTerm and full details of the interview programme will be provided. Candidates not successfully shortlisted will be updated via MyNewTerm.

Please note that PACT does not provide feedback to applicants who have not been shortlisted for a post.

The information supplied in your application, as well as any supporting documents provided at the interview stage, will be used as part of the PACT recruitment and selection process. All information is stored securely, and all data submitted by unsuccessful candidates will be destroyed responsibly after 6 months from the date of interview.

WE RESERVE THE RIGHT TO WITHDRAW FROM THIS RECRUITMENT PROCESS AT ANY GIVEN POINT.

SPECIAL CONDITIONS OF EMPLOYMENT

Rehabilitation of Offenders Act 1974



This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions, and reprimands being considered. Any arrests, convictions caution or reprimands of relevance, obtained by the jobholder after enhanced DBS clearance has been acquired, must be disclosed to the Headteacher by the jobholder. Failure by the jobholder to do so, or the obtaining by the jobholder of a relevant conviction caution or reprimand, may be managed in accordance with Prince Albert Community Trust's Disciplinary Procedure.

Health And Safety



The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in Prince Albert Community Trust's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager and must be observed.

Equality and Diversity



Prince Albert Community Trust is committed to equality and values diversity. As such, it is committed to fulfilling its Equality Duty obligations and expects all staff and volunteers to share this commitment. This Duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they encounter with dignity and respect and are entitled to expect this in return.

Training and Development



PACT has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

Mobility



The jobholder may be required to transfer to any job appropriate to their grade at such a place as in the service of the Trust they may be required, in accordance with legitimate operational requirements and/or facilitating the avoidance of staffing reductions. This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

CONTACT US

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