



BRIDGE ACADEMY

IT Manager Information Pack



'At The Bridge Academy, we believe that every child deserves the chance to succeed and we all work hard to make sure that happens'

| Hard Work | Integrity | Kindness |

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A Bridge to Your Future

The Bridge Academy, Hackney, Laburnum Street, Hackney, London, E2 8BA
T 020 7749 5240 www.bridgeacademy.hackney.sch.uk
Twitter: www.twitter.com/BridgeAcademyE2
Instagram: www.instagram.com/thebridgeacademyhackney/



Dear Applicant,

Our Academy is an academic, inclusive and inspirational environment where innovative thinking and creativity are encouraged and aspirations are raised.

Our core values of Hard Work, Integrity and Kindness underpin everything that we do, and from the moment our students arrive at The Bridge Academy we ask them to live these values 100% of the time. Our approach of high expectations, rigour and a relentless focus on success means that it is cool to be smart at Bridge and all students work hard to reach their full potential.

Our award winning building is outstanding. We have state of the art facilities and a wide variety of community groups we work with benefit from this. We value our staff members and we offer a professionally stimulating and supportive working environment. We hold a strong commitment to professional development and our staff enjoy a range of rewards and benefits, as outlined from page 5.

Our sponsors UBS, a leading global financial services firm, has led the establishment of our school from the outset and they continue to support us significantly.

Thank you for your interest in this position and we look forward to receiving your application by **9:00am on Monday 15th March 2021**. The application documentation should be submitted to Priscilla Agyare, Human Resources Manager: Priscilla.agyare@bridgeacademy.hackney.sch.uk.

Yours faithfully,

Mr C. Brown
Principal

THE BRIDGE ACADEMY MISSION, VISION AND VALUES

We are an Academy on a mission: to ensure that every student can succeed at a good university or equivalent, thrive in their chosen field and live a great life. This has led us to develop The Bridge Academy values to guide our decision making and set our expectations for both students and staff:

Hard Work

- We do what it takes for as long as it takes.
- We remain positive and never give up.
- We never stop trying to get better.

Integrity

- We do the right thing, even when no-one is watching.
- We are always honest and do not make excuses.
- We take responsibility and do our best every time.

Kindness

- We have high standards because we care.
- We treat others fairly and respectfully.
- Helping a member of our team is helping ourselves.

STAFF REWARDS & BENEFITS

We believe that working at The Bridge Academy is different from working at other Academies - we are always prepared to go the extra mile for our students to succeed. Our Academy has many unique aspects and one of them is the degree to which we care for our staff. A snapshot of some of the particular rewards and benefits are outlined below.

Annual Salaries

We offer competitive salaries including recruitment & retention allowances, in some cases.

Annual Season Ticket Loans

Staff members can apply for an annual season ticket loan where the cost of the season ticket is spread over 10 monthly payments, interest free.

Barbican Card

<http://www.barbican.org.uk/>

The Barbican card through UBS, is free for all staff members who request it. It provides a variety of benefits and discounts:

- Unlimited free access to Art Gallery exhibitions for all staff members and a guest
- 25% off standard price first run and regular release cinema tickets*
- 25% off selected theatre and music productions*
- 15% off food and drink at all Barbican restaurants, bars and cafes
- 15% off purchases at the Barbican shops
- Access to the Members Lounge with up to 3 guests (pre-booking recommended)

*Subject to availability. A maximum of 2 tickets can be purchased per booking.

Cycle Scheme

<http://www.cyclescheme.co.uk>

Our cycle scheme provides staff members with the opportunity to purchase a bike of their choice, tax free. This for most people means a saving of around 25-39% of the total cost. Payment(s) are deducted via payroll over a specific period.

Employee Assistance Programme

The Employee Assistance Programme, offered via UBS is a 24/7 confidential service giving all Bridge Academy employees access to a range of support from lawyers, health and wellbeing professionals,

financial and debt specialists and counsellors. This free service can be used to support you with any personal or work-related issues that may be affecting your wellbeing.

Mindfulness Programme

Headspace is a mindfulness programme offered by UBS to all Bridge staff. It is an app-based solution of guided techniques designed to help you find more balance, wind down after a long day and reduce stress levels. It also gives helpful advice on physical exercises and healthy living, improving your sleeping habits and increasing your energy levels overall.

Optical Expenses

A contribution up to the amount of £25 is paid on behalf of the Academy for staff who require an eye tests. A contribution of £60, is also available towards glasses, for staff who frequently use Display Screen Equipment (DSE) and require glasses solely for this use.

Work + Family Space Services (Sponsored by UBS)

This service provides practical support, resources and information to working parents and carers, in order to assist them in juggling the demands of work and family. This includes:

- Backup Care: Staff can book nannies, nurseries, holiday clubs, childminders and/or adult eldercare specialists when and where they need them. In addition, staff are eligible to receive 10 free sessions of back up care.
- Help for fathers: topical information and Q&A responses looking at work and family from a father's point of view
- Confidential expert advice over the phone for all work and family challenges.
- Access to a range of holiday clubs nationwide, ideal for filling in awkward care gaps during the school holidays.
- Access to blogs, insider guides and webinars which provide guidance on a wide range of topics.

Gift Vouchers for 100% Attendance

We really value the commitment of our staff members and as a token of this, each term staff who have achieved 100% attendance are included in a prize draw, offering them the prospect of winning vouchers from top stores.

Our Award Winning Building

The quality of the working environment at The Bridge Academy contributes to the positive working atmosphere. We offer our staff members state of the art facilities & fantastic resources at our stunning canal-side location, just minutes from Haggerston Station and just over a mile from the heart of the City of London. Our facilities include the following:

Art Floor

- 3 designer classrooms
- A Kiln room

- An Art terrace affording views of London landmarks including the Olympic Park, Canary Wharf and the City and the BT Tower.

ICT suites

- 3 purpose built ICT suites, with retractable I-desks
- ICT facilities on all floors within the Academy

Music Facilities

- A large separate and dedicated, fully equipped music area, with three large classrooms and 12 practice rooms
- A separate music media suite, equipped with bespoke Mac desks and music keyboards
- Hi-tech recording studio

Performance Hall

- 370 seat auditorium with bleacher seating and a retracting dividing wall to create spaces on two levels.
- Cinema projection capability, instruments and AV lighting and sound systems.

Sixth Form

- A bespoke Sixth Form block
- Provides both Cisco training and Microsoft in-house

Sports Facilities

- A large sports hall, with a variety of sports resources
- Basketball facilities
- An Off-site Multi User Games Area (MUGA) and two Astro turf football pitches

Pension Scheme Contributions

We pay in a high percentage of monthly contributions for teaching staff (Teachers' Pension Scheme) and Support Staff (Local Government Pension Scheme) members enrolled in these pension schemes.

Relocation Support for Teaching Staff

New appointees joining The Bridge Academy on an annual salary below £30,000 may be eligible for additional support towards relocating to London. Applicants whom wish to be considered, should provide an additional statement with their application form, confirming details of the proposed relocation. Relocation support is not mandatory and the decision to provide support will be based on the applicant meeting a set of criteria.

Social Events Lively staff social events are organised during the year, to ensure that staff members get the opportunity to unwind and enjoy a well-deserved break from work.

IT Manager - Job Summary

The overarching purpose of the role is to provide an effective IT service that meets the needs of our students and staff at The Bridge Academy. Everything that contributes towards this, forms part of the responsibility and will include:

- Hardware, software and services;
- An effective support system to ensure these work as intended;
- Training and communication with staff to ensure they are confident in IT use.

Hardware: Fat and thin clients, laptops, projectors, Mac suites, servers, storage, back up, switches, UPS, wifi and wired networks, telephones, leased MFDs, CCTV cameras, EPOS, scanners.

User led software: SIMS, MS Office, finance software, PaperCut, EPOS software, visitor management, mint class, library software, HR system, subject specific software.

Services: Anti-virus, broadband, MS licenses and Office suite, VDI infrastructure, Citrix, VMware, classroom management, AD, user provisioning, imaging software, SPAM filtering, firewall, mifare access control and payment system, certificates, Caspar and web support.

Line Management: The role manages 3 other full time staff, each with their own specialisms but working flexibly to support users.

What type of person are we looking for?

The successful candidate will:

- Understand the role ICT plays within a school, not just a techie person.
- Communicate and work well with the Senior Leadership Team and other key stakeholders.
- Work with a natural willingness to help others and make their life easier.
- Be technically strong, but will also know when to contact external parties for support.
- Be capable of leading the ICT team in the direction required.
- Be capable of planning and managing a budget.
- Have the initiative to actively look for and promote new solutions.
- Be thorough, methodical and rigorous.
- Understand the importance of detail, but retain the big picture.

JOB DESCRIPTION

Job Title:	IT Manager
Reporting to:	Finance & Resources Director
Job Purpose:	<ul style="list-style-type: none"> • To work with The Bridge Academy’s Senior Leadership Team to deliver an effective ICT resource for use by pupils and staff. • To provide high levels of availability and service which ensure academy staff are well supported in their use of ICT. • To support staff in their use of ICT through training, support, and development of new ideas. • To ensure that legal and contractual obligations relating to ICT resources, systems and services are met. • To ensure the highest levels of security and safety of ICT systems and information held on these. • To create a professional work environment and ethos amongst the ICT support team.
Spine Point Range:	50-54
Annual Salary Range:	£52,279 - £57,052 with final salary pension scheme
Contract Arrangements:	Permanent - 37.5 hours per week. Some flexible working will be required including evenings and weekends. Annual leave entitlement: 25 days, plus public holidays

Key Responsibilities

1. Strategic Leadership & Management Role Strategy & Planning

- With the Senior Leadership Team, strategically plan for major developments of the ICT service and produce a 3-year ICT plan that meets the aspirations of the academy.
- Project-manage and oversee the implementation of the ICT Strategic Plan.
- Provide support of the highest quality to staff and students, demonstrating a thorough understanding of their needs and being keenly responsive to these.
- Play an active role in the ICT committee, providing regular reports and, engaging with UBS IT personnel to ensure the highest levels of service.

2. Budget & Team Responsibilities

- Manage tenders for ICT resources and advise on the appropriate use of national and local framework contracts.

- Prepare and monitor the annual budget for IT services, in conjunction with the Finance and Resources Director, ensuring processes are followed.
- Work as part of a team and adopt flexible working practices, supporting colleagues as appropriate.
- Lead the ICT team (currently 3 staff) to ensure the highest standards in delivering a professional service
- Ensure the team has the training and expertise necessary to meet the needs of the academy.

3. Maintenance and Development of the Academy's ICT Resource

Desktop & Application Support

- Ensure users have an easy to use and highly functional desktop. The academy currently uses Virtual Desktop Infrastructure.

Server & Network Support

- Develop, implement and manage network infrastructure to meet the academy's requirements.
- Manage active network components including switches and routers; set up disk caches and firewalls; maintain Internet filtering systems.
- Manage the structure of the academy intranet and support the school website which is hosted remotely.
- Manage remote access to the academy's IT services.
- Implement upgrades and configuration changes to the telephone system and wireless network.
- Ensure relevant software is in place to monitor inappropriate use.

Configuration & Installation

- Design, implement, monitor and review academy procedures for strategically managing and recording installations and configuration changes.
- Implement the academy policy on asset disposal.

Continuity, Maintenance & Security

- Analyse risks to key ICT systems and agree priorities, rectify faults.
- Design and implement the academy's backup, virus protection and security procedures, with reference to protecting hardware, data and confidential information.

Support Request Management

- Organise the response to support requests, to ensure prompt diagnosis and resolution.
- Produce and analyse reports on support requests for management purposes; advise the academy's Senior Leadership Team on possible training activities based on support log analysis.
- Provide second and third level support for more complex requests.

- In conjunction with the Senior Leadership Team, set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.

External Contracts

- Assess needs, define standards of service and recommend external support arrangements and contracts required to deliver an effective ICT service in the academy.
- Manage contracts to ensure best value.
- Work with retained external consultants to provide 3rd line support and expertise in support of in house capabilities.

Communications

- Provide training on the appropriate use of ICT resources; document systems and procedures.
- Communicate down time and resolutions clearly with users, keeping their needs foremost at all times.
- Conduct regular user surveys, either as part of the operations survey or independently.

User Focus

- Ensure the IT Team are focused on users' needs, how to anticipate these, how to meet them, and an understanding how users feel. A high level of service is a key aspect of the role.
- Keep up to date with developments in the academy and how this may affect IT or the IT needs of staff.
- Keep open channels of communication with staff to ensure their needs are understood and that they understand the capabilities and limitations of the IT system.

The post holder will be expected to carry out any other duties which reasonably correspond to the role and are commensurate with its level of responsibility.

Post Title: IT Manager
Job Start: Immediate
Annual Salary Point Range: 50 - 54
Annual Salary Range: £52,279 – £57,052
Location: South Hackney
Contract type: Permanent

'The best school I've ever worked at: the culture, the staff and students, the training, everything!' (staff member)

'I was amazed at what a great atmosphere the school exuded, how well turned out the children were and how polite and bright they all seemed' (visitor)

The Bridge Academy is a truly exceptional school. Our students' progress is consistently excellent for GCSE and A level, and our superb personal development offer means that over the last three years we have been national debating champions, enjoyed a host of sporting successes and won both the Incorporated Society of Musicians Gold Award and the Hackney Mayor's award for music.

We are seeking an IT Manager who is totally aligned to our values of Hard Work, Integrity and Kindness, and completely committed to our mission: to ensure that every student will succeed at a good university or equivalent, thrive in their chosen field and live a great life.

The successful candidate will:

- Provide an efficient and effective ICT service to our staff and students, ensuring they are well supported in their use of ICT.
- Have substantial IT/Network management experience and a proven track record of working at a strategic level.
- Be a strong communicator, with previous experience of leading an ICT team and the ability to work flexibly in accordance with the needs of the Academy.

Our sponsors UBS provide significant support to the Academy, and we also work with a wide variety of community groups to ensure the best for all our students. Our award winning building is outstanding and is based at our stunning canal-side location, just minutes from Haggerston Station and just over a mile from the heart of the City of London.

To apply for this position, please download and read the information pack for further information, before completing the application form and the additional information and monitoring form. Please ensure that you read our school workforce privacy notice. The application documentation should be submitted to the Human Resources Manager: Priscilla.agyare@bridgeacademy.hackney.sch.uk. **The deadline for applications is: 9:00am on Monday 15th March 2021. The Bridge Academy is committed to safeguarding children and all appointments will be subject to receipt of a satisfactory Enhanced DBS check and references.**

The Bridge Academy
Laburnum Street
Hackney
E2 8BA

Tel: 020 7749 5240

www.bridgeacademy.hackney.sch.uk



! Hard Work ! Integrity! Kindness !