



Post Title	IT Operations Manager
Salary range/grade	Grade T7-T9 payscale 38-55 - £35,100 - £40,200
Responsible to	Managing Director
Type	All year round (20 days annual leave) 37.5 hours per week
Base	Head Office - Pierview Academy, Gravesend, with responsibility to be in all ALP Schools when required
<p>Job Purpose</p> <p>The post holder will be responsible for overseeing the daily operations of ALP School's IT department. This includes ensuring the availability, reliability, and security of IT systems and infrastructure. The post holder will manage IT staff, develop and implement IT policies, the schools IT strategy, and manage IT budgets. Additionally, they focus on aligning IT operations with the overall business goals and strategies.</p>	
<p>Key Tasks and Activities:</p> <p>Managing IT Staff:</p> <p>Recruiting, training, and managing IT personnel, including conducting performance reviews and providing guidance.</p> <p>Ensuring System Availability and Reliability:</p> <p>Monitoring and maintaining the performance of IT systems, networks, servers, and software applications.</p> <p>Managing IT Infrastructure:</p> <p>Overseeing the acquisition, installation, and maintenance of hardware and software, including Google Education, networks, and security systems.</p> <p>Implement upgrades and and when required</p> <p>Developing and Implementing IT Policies:</p> <p>Creating and maintaining documentation for IT systems, procedures, and best practices.</p>	

To develop and implement the schools ICT strategy

Managing IT Budgets:

Developing and managing IT budgets for each school, ensuring cost-effectiveness and resource allocation.

Aligning IT with Business Goals:

Ensuring that IT operations support and enhance ALP Schools business objectives and strategic plans.

Managing Vendor Relationships:

Negotiating and managing contracts with IT vendors and service providers.

Troubleshooting and Problem Solving:

Addressing escalated IT issues and ensuring timely resolution.

Managing the school ticketing system

Delegating task amongst the IT technicians

Staying Up-to-Date with Technology:

Keeping abreast of the latest advancements in technology and recommending solutions to improve efficiency and productivity

ALP Schools Specific Tasks

Act as an ambassador for SMART and Lumio Technology. Coordinator other SMART ambassadors ensuring they know their role and promote effective use

Ensure an effective upcycling and recycling system is in place for used IT equipment, inline with Eco-Schools principles

Offer, provide and develop work experience opportunities for students who have an interest in IT,

Alongside the ICT team, manage the school's social media and website, ensuring it's compliance and effective use.

Ensure IT supports effective teaching and learning

Deliver staff training where required

Maintain the schools intranet system

To carry out other duties of a similar nature from time to time as may be required by the Management Team

Personal Development and Well-Being

1. To support ALP School's drive for high standards
2. To support and contribute to the school's commitment to enable children to be healthy; stay safe; enjoy and achieve; make a positive contribution; and achieve economic well-being
3. To maintain high expectations of all pupils, respect their social, cultural, linguistic, religious and ethnic backgrounds; and are committed to raising their educational achievement.
4. To demonstrate the ability to liaise sensitively and effectively with parents and carers recognising their roles in pupils' learning.
5. To be able to improve your own practice, including observation, evaluation and discussion with colleagues.

Monitoring and Self-Evaluation

1. Within the ALP Schools' policies and guidelines, to evaluate work to ensure that it consistently responds to the needs of the schools
2. To take action to share areas of strength and remedy any weaknesses

Key Performance Indicators

1. Effective management of ICT in all schools
2. Progress made towards the schools IT strategy
3. Effectiveness of school ICT systems

Expectations and Values

ALP Schools are committed to continuous learning and all staff are expected to engage in continuing professional learning and development. In common with all who work in the schools, the post holder will also be expected:

1. Act as an ambassador for ALP Schools by supporting our values and expectations.
2. Be a significant presence and role model for students and staff and to meet the dress code fully.
3. Follow and where appropriate enact all relevant policies, procedures and guidelines.
4. Contribute to development through team planning and review meetings.

All staff have a responsibility for providing and safeguarding the welfare of children and young persons s/he is responsible for or comes into contact with.

Special Factors:

1. The nature of the work may involve the post-holder carrying out work outside of normal working hours.
2. The post-holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.
3. Expenses will be paid in accordance with the Local Conditions of Service.
4. This post is subject to a check being carried out at an Enhanced level by the Data Barring Service regarding any previous criminal record.

The above responsibilities are subject to the general duties and responsibilities contained in the Written Statement of Particulars.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

ALP Schools seek to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Disability Discrimination Act 1995 to accommodate a suitable disabled candidate.

Signature: _____ (Employee) Date: _____

Signature: _____ (Employer) Date: _____

Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short-listing is carried out on the basis of how well you meet the requirements of the person specification.

Your application should mention any experience you have had which shows how you meet these requirements.

Qualifications and Experience

- Hold recognised training/qualifications associated with being an IT Operations manager
- In-depth Experience and knowledge of IT systems, networks, and infrastructure.
- Experience with IT service management frameworks

Ability, Skills, Knowledge

- Ability to perform the physical tasks required by the post including lifting, carrying and pushing various equipment to undertake the duties of the post
- Good communication skills
- Ability to manage and team
- Excellent numeracy and literacy skills
- Excellent IT skills
- Knowledge of how to effectively manage a budget
- Ability to gather information, analyse data and problem solve
- Ability to manage own time effectively and demonstrate initiative including establishing priorities
- Ability to prioritise and manage workflow whilst maintaining a flexible approach to respond to urgent requests
- Display a conscientious and logical approach to the variety of tasks necessary for the smooth running of the schools
- Ability to adapt to changing and conflicting demands
- Ability to be flexible and work as part of a team or individually as required
- Ability to demonstrate an understanding of children with special educational needs
- Ability to contribute to the life of the school
- Ability to adhere to the school's policies and procedures and most importantly the equal opportunities policy, child protection policy and all health & safety related policies.
- Ability to comply with Health & Safety regulations to ensure that all duties are carried out safely

Other

- To hold a full driving licence and be willing to drive a school vehicle as part of the role.