



ICT APPRENTICE RECRUITMENT PACK





Thank you for your interest in a career with The Futures Trust. We hope that this recruitment pack provides you with all the information you need to start your journey with us.

The Futures Trust is a growing Trust with four primary schools and five secondary schools located in Coventry, Warwickshire and Leicestershire. We have 8,000 pupils in our schools and over 1,000 colleagues work for the Trust supporting our school community.

The Trust is committed to building brighter futures for everyone. This commitment is underpinned by 3 clear values:

1. Students first

Teachers and leaders totally focused upon the educational benefit of our students.

2. It's about learning

Students, teachers and leaders focused upon developing and improving their learning.

3. No barriers

No excuses, only support to ensure student, teachers and leaders maximise their achievement.

It is an exciting time to join the Trust. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn and grow.

If you join The Futures Trust team, you will be part of a professional learning community totally focused upon learning and dedicated to ensuring learners achieve their potential and build their own bright future. We look forward to hearing from you.



JOB TITLE:	ICT APPRENTICE (September 2024 Start)
OPPORTUNITY:	<p>This is an exciting time to join the Trust. We are looking to appoint an enthusiastic and positive ICT Apprentice to work under the guidance of the Network Manager to provide specialist support in all aspects relating to the care and maintenance of ICT resources (hardware, software, audio-visual, computer-linked, computer-related, photocopying and telephone equipment).</p> <p>You will gain the support, knowledge and experiences needed to successfully complete an 18 month apprenticeship. You will have a flexible approach and be keen to develop and grow in our thriving IT Team.</p>
REPORTING TO:	ICT Network Manager
LOCATION:	This role is part of the Central IT Team and is based predominantly at Barr's Hill School, with a requirement to travel to work at or for schools in the Trust
SALARY:	<p>Enhanced rate above the National Apprenticeship wage for the right candidate</p> <p>37 hours per week</p> <p>Mon–Thu: 8.00 am – 4.00 pm, Fri: 8.00 am – 3.30 pm</p>
BENEFITS:	<ul style="list-style-type: none"> • Competitive rates of pay • Professional development opportunities • Career pathways across the Trust • Local Authority Pension Scheme • Online retail discount • Employee Assistance Programme • Family Friendly policies to support family & carer commitments • Flexible Working Arrangements

The Futures Trust is committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

JOB DESCRIPTION



Job Purpose

To work under the guidance of the Network Manager to provide specialist support in all aspects relating to the care and maintenance of ICT resources (hardware, software, audio-visual, computer-linked, computer-related, photocopying and telephone equipment).

Duties and responsibilities

- Provide first line support to students and staff for ICT resources.
- Carry out routine administration including password resets and adding print credits.
- Assist with the administration process regarding purchases of ICT resources.
- Assist with the setting up, upgrading, maintenance and repair of ICT resources.
- Install and configure operating systems and applications.
- Support staff and students with the use of ICT, including in-class support where appropriate.
- Support staff and students with the set-up and preparation of ICT resources.
- Work with staff, students and parents to promote the safe use of ICT.
- Help produce and maintain ICT statistics, reports, checklists and other documentation as necessary.
- Assist with the upkeep of the ICT asset register/inventory and service catalogue.
- Help maintain appropriate stock levels of consumables and accessories and to raise purchase orders as necessary ensuring that value for money is obtained.
- Maintain satisfactory standards of safety and security in relation to ICT suites and ICT resources.
- Report any detected breach of the School's ICT Acceptable Use policies to the Network Manager.
- Provide a high level of service to the business in a deadline driven environment and work to an agreed service level.
- Keep abreast of technological developments and encourage the use of ICT at all levels.
- Maintain relationships with fellow IT staff, taking part in team and departmental meetings.
- Be aware of and abide by the Schools' health and safety procedures and associated policies.
- Proactively implement the Schools' policies and procedures.
- Work flexibly and undertake any other relevant duties and responsibilities, as may reasonably be requested by the Network Manager or Trust ICT Director.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfill the role of Apprentice ICT Service Technician are up to date.
- Maintain an effective level of technical competence by participation in educational programmes and self-guided reading as appropriate.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.
- Work towards and complete an NVQ Level 3 for an Advanced Apprenticeship in IT, Web, Software & Telecoms.

PERSON SPECIFICATION



	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> Achieved or predicted 5 GCSE's or equivalent including English and Maths at grade C or above. 	<ul style="list-style-type: none"> Achieved or predicted GCSE or equivalent in ICT at grade C or above. 	Application
Skills and Abilities	<ul style="list-style-type: none"> Able to communicate effectively both verbally and in writing with a range of audiences. Able to maintain the highest levels of confidentiality and data security. Organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. Good problem solving and analytical skills. Able to present themselves and the ICT service positively and professionally. Able to work with adults and students. Able to self-evaluate learning needs and actively seek learning opportunities. Able to work independently and collaboratively to ensure the delivery of agreed workload. Can interpret and present written and numerical data in formats including spreadsheets and written reports. Able to consistently produce high quality 		Application / Interview

	<p>work and maintain accurate records.</p> <ul style="list-style-type: none"> • Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required. • Able to follow the school's safeguarding procedures and recognise when to report any concerns. 		
Experience	<ul style="list-style-type: none"> • Experience of trouble shooting and fixing computer hardware and software problems. 	<ul style="list-style-type: none"> • Experience of supporting end users. • Experience of using and preparing audio/visual equipment. 	Application / Interview
Knowledge and understanding	<ul style="list-style-type: none"> • Install, maintain and troubleshoot software and hardware – Windows and Apple based. • Knowledge of Microsoft software including Office. 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others. • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress. • Able to work flexibly and to attend meetings and INSET days as required. 		Application / Interview

HOW TO APPLY



CLOSING DATE:	Friday 5 April 2024
INTERVIEWS:	w/c Monday 8 April 2024

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team on tel: 02477 102134.

To apply for this post, please download an application form from [HERE](#) and return to recruitmentadmin@thefuturestrust.org.uk

On application please read the following policies found [HERE](#)

- Barr's Hill Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants

The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment. The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.

