



Stoke Newington School  
& Sixth Form



**Recruitment Pack**

# **Deputy Network Manager**

**Immediate Start**

‘We have a culture rooted in high expectations for all, which cultivates a love of learning and ambition, together with a strong sense of belonging’.



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Dear Applicant,

Thank you for your interest in the post for **Deputy Network Manager**. This is an exciting time to be working with us as we move forward to enhance our offer, so we achieve outstanding academic outcomes and close the gaps in student achievement.

We are an oversubscribed school with a diverse and enthusiastic student intake reflecting our local vibrant community. Our recent Ofsted inspection (July 2022) recognised us as a “Good” school with many strengths. Our students are “proud of the diverse nature and inclusive ethos of their school. Enthusiastic and committed teachers make lessons interesting for pupils”, and “teachers have strong subject knowledge and are passionate about their subjects”.

The Deputy Network Manager will have day to day responsibility for systems and services, they are also responsible for day-to-day administrative work through the IT service desk and resolving tickets in a timely manner.

They are also responsible for maintaining the health and security of the system and ensuring that software updates are deployed in a timely fashion, supporting the Networks Manager to ensure staff are kept informed as to the impact of any changes.

The Deputy Network Manager should support the Technicians in developing robust day-to-day working practice to improve the service they deliver.

The Deputy Network Manager will line manager the Technicians.

The successful candidate will:

- care deeply and have high ambitions for every one of our students.
- be flexible and adaptable.
- ideally have some experience of working with young people in a school or other setting
- Be organised, efficient and competent with Microsoft Office packages and quick to learn new software (e.g., Class Charts)

We are committed to our pledge of being an anti-racist school and strive to have a workforce reflective of our school body. Applicants from Black and Global Majority backgrounds are strongly recommended to apply.

Best wishes,

Zehra Jaffer  
Headteacher



## **Staff Benefits**

We understand teaching and working in schools can be hugely rewarding but can also be demanding. Our staff are totally committed to the young people, colleagues, and families in our community. We seek for all our staff to have a healthy work-life balance. Our staff benefits are one way we show our appreciation to our staff.

### **Development & Training**

Quality continuing professional development is essential to ensure everyone maintains and enhances the knowledge and skills necessary for a positive learning environment. As practitioners, we seek to be well-informed about recent evidence-based research. At SNS, we allocate time to implement strategies so teaching practice maximise the learning in the classroom. The SNS Teaching and Learning Hub is the teacher training, professional development, and quality assurance element of our school. The Hub, led by the Assistant Headteacher leading on Teaching and Learning together with the Lead Practitioner and Early Careers teacher Mentor, provide support and expertise to staff and departments across the school.

### **Flexible and Family Friendly**

We know it can be challenging finding the right work-life balance. We want the very best people to work in our school, and so we want to support flexible working. We are able to consider flexible and family friendly working opportunities to include part-time, term-time working and job-sharing arrangements. The number of part-time staff is above average for similar schools, and we always try to accommodate if the timetable and resources permit.

It is important that staff who are parents, do not miss out on important milestone events, such as your child's first day at school or graduation. Where we can, we will support these important moments.

As part of our admission policy, staff members with children who wish to attend SNS are given a priority school allocation.

### **Pensions**

Pensions are an important part of our life planning. We understand that and we want to make it as easy as possible for you to access the right pension scheme for you. When you join SNS, you are eligible to join the relevant pension scheme.

### **Health and Wellbeing**

Balancing everyday life with the requirements for work and home can create pressures for all of us. Work is a large part of people's lives. Each member of the teaching staff is equipped with a laptop. However, it is vital to ensure that there is a productive, healthy environment that is conducive to a healthy lifestyle. We actively encourage emails to only be sent during 7am and 6pm of a school day, and not during the weekend. The school will operate a texting service to alert staff should there be a need in an emergency.

A subsidized lunch from our school canteen helps our staff through the day. The culinary offer is wide and highly popular with staff and students alike.

Optical expenses – we offer free eye tests for staff who use display screen equipment.



All employees are part of the Employee Assistance Programme. The Employee Assistance Programme is a 24/7 confidential service giving employees access to a range of support from lawyers, health and wellbeing professional, 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.

### **Getting to work**

By public transport:

Season ticket travel loans are available so staff members can take advantage of discounted annual fares for travelling to work by public transport.

By car:

We have on site parking. Applications will be considered on an individual basis.

Cycle Scheme:

We encourage all staff to walk or cycle to work if possible. The school's Cycle Scheme provides staff members with the opportunity to purchase a bike of their choice, tax free. Spread across monthly payments deducted from your salary.

### **Discounts**

Staff are offered a Vectis card, this is a discount card offering savings across retail shops, tourist attractions and holidays. Clissold Leisure Centre, immediately opposite our school, offers a 10% discount on their membership scheme.

### **SNS Staff Association**

A strong sense of belonging is essential for us to thrive in the workplace. Our staff association holds events for staff, and their families, from weekly football, half-termly socials and Family Fireworks evening. In addition, such events as the Community Evening and our annual school performance are open to all staff and their families.



## Deputy Network Manager

Required for **enter start date**  
**enter salary**

### The School

This is an exciting opportunity to contribute to a successful and popular 11-19 inner-city comprehensive school. The school is proud of all its subjects and is especially committed to creative teaching and learning. We aim for every colleague to have excellent professional development which leads to every student having an outstanding education. Stoke Newington School is actively committed to being anti-racist, and totally inclusive, by striving hard to challenge through our curriculum. We seek to inculcate and strengthen the knowledge, confidence and skills for all in our community to challenge racism.

### The Post

The Deputy Network Manager will have day to day responsibility for systems and services, they are also responsible for day-to-day administrative work through the IT service desk and resolving tickets in a timely manner.

They are also responsible for maintaining the health and security of the system and ensuring that software updates are deployed in a timely fashion, supporting the Networks Manager to ensure staff are kept informed as to the impact of any changes.

The Deputy Network Manager should support the Technicians in developing robust day-to-day working practice to improve the service they deliver.

If you are interested in joining our team please apply via [the TES website](#). Alternatively, you can download an application pack from our website [the School's website](#). Please name your application file with your full name and the role you're applying for and submit via [Recruitment@sns.hackney.sch.uk](mailto:Recruitment@sns.hackney.sch.uk)

Closing date for applications will be **midday Monday 2<sup>nd</sup> October 2023**.

We are an equal opportunities employer committed to ensuring diversity in our workforce.

***As employers we are committed to safeguarding and promoting the welfare of children. A DBS clearance is a statutory requirement for all positions.***

***We are an equal opportunities employer committed to ensuring diversity in our workforce.***



## Job Description

**Title of the Post:** Deputy Network Manager

**Allowance:** enter salary

**Line Manager:** Nicholas Batcholor (Head of IT Services/Network Manager)

### Main Tasks and Responsibilities:

- The Line Management of the IT Services Technicians
- To ensure timely, friendly, and professional response and resolutions to issues raised through the service desk.
- In regard to IT Infrastructure, equipment and service delivery:
- Maintain and support compliance with the Schools IT Security Policy
- Maintain and support compliance with the schools Data Protection Policy
- Maintain and support compliance with our obligations under KCSIE
- Under the direction of the Head of IT Services / Network Manager implement new systems and services as required.
- The day-to-day administration and maintenance of the IT Services

### To Ensure That:

- The IT services technicians are operating effectively to meet SLA targets.
- The IT Apprentice is supported in developing the skills they require to progress.
- Facilities are tidy and devices work, issues logged and resolved in a timely fashion
- Booked resources are delivered and supported, and issues addressed.
- Server and network infrastructure health and security is monitored and maintained
- Software image set continues to be fit for purpose
- Service maintenance tasks are scheduled and completed in a timely fashion.
- Operational processes and practice are continuously reviewed, and our responsiveness remains appropriate to the need.
- The IT Service is resilient.
- Delegated refresh and development projects are delivered on time, to budget and meet agreed requirements

Authority: Delegation of tasks. Design of operational processes. Raising POs against IT Maintenance budget.

### Expectation:

- Model professional standards expected of all staff at Stoke Newington School and Sixth Form.
- Support the development and maintenance of excellent working relationships with all stakeholders across the team. Communicate regularly and effectively within, and across, teams; Consider the thoughts and expectations of others; Deliver positive outcomes
- Follow operational documented processes and procedures.
- Actively monitor the service desk for incidents and requests changes and problem, and support the team with incident and request resolutions.
- Log assets and their deployments effectively to meet both the needs of the IT services team and the Financial Handbook.



- To liaise effectively with external service providers to ensure timely repair and support of equipment.
- To produce reports from the service desk and asset management systems to evidence performance, and make case for change.
- Support the use of IT in events (exams, parents evenings, open evenings, meetings)
- Support the review and revision of existing documented operating processes and procedures. Develop documentation of services commissioned and working practices to enable effective delegation of tasks.
- Ensure skills and knowledge keep pace with modern systems and best practice appropriate to support the IT Strategy and the needs of the school.
- In busy periods, work alongside the IT Technicians to maintain service response times.
- Provide ad hoc training for colleagues as necessary, and to deliver whole school sessions as directed by the Head of IT services.

#### **Equal Opportunities**

- Understanding of the different social backgrounds of students.
- Understanding of the needs of different students, and the appropriate policies and strategies to support them.
- Understanding of the needs of bilingual students.
- Commitment to equal opportunities across all groups of staff

#### **Technical elements of the IT Service the team will be managing:**

- Servers and Storage, Network Switches and Wireless
- Software Services running on Servers or as SaaS
- Microsoft 365 A5, including both customer facing and It services facing elements of Teams, Defender, and Purview (Compliance), Exchange (and on premises) Azure AD, SharePoint.
- End user device configuration and management (AD / Group Policy; Azure AD/Intune/ Configuration Manager)
- Reprographics facilities (photocopiers, printers laminators etc), Cashless Catering, CCTV, Building Access Control, 2-way Radios, Telephony (SIP and Teams)
- Classroom AV (Flat-panel touch displays, and legacy projectors and boards)
- A sizable Mac estate, A sizable staff laptop estate, 1:1 Laptops for many students and staff, Shared Laptops, Traditional IT Suites.