



# Recruitment Pack

Trainee Digital Infrastructure Technician

## Trainee Digital Infrastructure Technician

Contract: Permanent, Full Time

Closing Date: 7<sup>th</sup> October 2024

Salary Range: Grade A3 (£22,737- £23,114 FT/AYR)

Thank you for your interest in the role of Trainee Digital Infrastructure Technician at Wetherby High School, this is an exciting opportunity for a talented individual to join our Team.

At Wetherby High School all our staff are deeply committed to ensuring every child receives an outstanding education. Our curriculum, teaching and pastoral care enable students to achieve at the highest academic level, unlocking doors to the future of their choice.

Our staff and students are ambitious to be the best version of themselves. That ambition extends way beyond their academic excellence. We want our students to reach their full potential academically and as young people moving into adulthood. We understand that central to this is developing character and a sense of social responsibility.

We place the children and their personal success at the heart of all our work which means that sometimes we do not take the easiest path, but the path that is right for each individual child. We know that when a child feels safe, happy and supported they thrive.

Strong relationships, developed through our coaching groups and staff circles, are a critical feature of our close and caring school community. Simply put we know our staff and children well and this ensures we offer a supportive and fulfilling learning environment with lots of opportunity to develop leadership potential in staff and children.



**“Working at Wetherby has shown how fundamental and necessary relationships are in teaching. I’ve loved being a coach and supporting students to thrive, academically as well as pastorally.”** Casey, Teacher of English

Our strong and distinct **Values** underpin all the work we do, they are lived out day to day in our policies, practices and interactions.



Our commitment to a **Restorative Practice** approach benefits both children and staff supporting the development of strong relationships which ensure everyone feels valued and listened to. This high support and high challenge approach way of working with students and staff supports wellbeing through the development of:

- a feeling of belonging and acceptance
- a sense of school community all moving in the same direction
- understanding how actions can affect others
- helping to choose to and want to do the 'right thing'
- developing social and emotional literacy
- developing character and a sense of civic responsibility
- learning how to move through conflict constructively together





The **Coaching Programme** at Wetherby High School is fundamental to ‘knowing our children well’ and in forming the strong relationships that are crucial for our school community. Coaching groups have approximately ten students (coachees) and one member of staff (coach). The groups are ‘vertical’ meaning they consist of coachees from Year 7 to Year 11. We meet as coaching groups three times a week; a Monday morning, Wednesday afternoon and Friday afternoon.



Our **House Structures** provide a further sense of belonging for our students and staff. As well as encouraging a strong positive competitive drive through inter-house competitions and events, students are encouraged to engage in a wide range of enrichment activities and opportunities, ensuring an inclusive approach for all.



## Welcome from the Headteacher

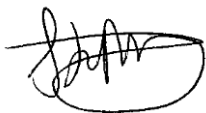
Many thanks for expressing an interest in the post of Trainee Digital Infrastructure Technician. I hope you find the enclosed information useful in preparing your application.

Wetherby High School is a vibrant and welcoming school with inclusive values at the centre of all our work. We believe all our students deserve to have adults around them that are committed to doing all they can to help them succeed in all areas of life. Wetherby High School is in an exciting phase of development, with a new state of the art building for the school community planned be ready in the near future.

The staff at Wetherby High School work exceptionally well together as a team and this post is a key role in providing technical support across school to ensure the efficient running of our IT systems for learning and day to day operations. This is therefore a very exciting position that will appeal to an ambitious individual seeking a varied and interesting opportunity to utilise and develop key skills. Wetherby High School is committed to providing high quality continuous development for all our staff. Our wide range of enrichment, extra -curricular activities and community builders provide our staff with opportunities to get involved and share their interests and hobbies alongside their professional knowledge and expertise.

If you believe that you have the skills and attributes required of this role, please forward a covering letter outlining the reasons for applying for this position, a copy of your Application Form, via email to [hr@wetherbyhigh.co.uk](mailto:hr@wetherbyhigh.co.uk)

Yours faithfully





**“The sense of community is what I love the most about working at Wetherby. There are so many opportunities to build relationships with not only children, but other members of staff. It is those strong relationships that allow us to support and challenge each another to ensure the very best provision for children each day” Sarah, Leader of Science**





## Job Description

**Job Title:** Trainee Digital Infrastructure Technician

**School:** Wetherby High School

**Pay Range:** A3

**Responsible to:** Director of Operations

### Purpose of Job:

To Provide IT technical support to children and staff in the school. Help to maintain the IT infrastructure, working as part of a team and communicating effectively.

### Main Duties:

The key areas of responsibility are as detailed below.

- Investigate, diagnose and either resolve or escalate software and hardware issues across a range of platforms and devices.
- Deliver and collect IT equipment to and from locations around the site to support learning.
- Run maintenance checks on equipment to determine usability and condition.
- Accurately record, update and document support requests and other information on the help desk system.
- Be organised, punctual, professional and polite.
- Assist staff and students with the basic use of the IT equipment.
- Install, configure and upgrade IT equipment following procedures and health and safety guidelines.
- Contact third-party support providers where appropriate.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- Attend and participate in staff training sessions and other professional development opportunities.
- Support whole school events that occur outside of normal working hours (such as evening performances).
- Follow start of day and end of day technical procedures and checks to ensure the smooth running of the infrastructure.
- To be a highly motivated team player with the skills and ability to manage changing priorities.
- Develop professional relationships and become part of the school community.
- To take ownership of issues and use initiative and problem-solving skills.
- To be aware of, promote and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all

concerns to an appropriate person.

- To display commitment to the protection and safeguarding of children and young people.
- To support students to have equal access to opportunities to learn and develop.
- To contribute fully to the overall ethos/work/aims of the school.
- To appreciate and support the role of other professionals.

### **Health and Safety**

- You may be required to work at height using the appropriate equipment. (Full training will be provided)
- You have specific responsibilities under Health & Safety legislation to ensure that you:
  - Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
  - Cooperate on all issues involving health and safety
  - Use work items provided for you correctly, in accordance with training and instructions
  - Do not interfere with or misuse anything provided for your health, safety or welfare
  - Report any health and safety concerns to your line manager as soon as practical

### **General Duties:**

To support school events and attend as required.

- To be First Aid trained and respond to requests for First Aid in line with the First Aid Policy.
- To undertake ad hoc duties as may be required by the Headteacher and / or Senior Leadership Team from time to time.
- To assist with the supervision of students out of lesson times, including before and after school, break and lunchtime.
- To manage personal and sensitive data as required, maintaining confidentiality at all times.
- To be aware of and comply with policies and procedures relating to child protection and safeguarding ensuring all concerns are reported appropriately in a timely manner.
- To be aware of and comply with policies and procedures relating to data protection and the security and confidentiality of data ensuring all concerns are reported appropriately in a timely manner.
- To adhere to school policies and procedures.

### **We expect all our staff to:**

- To fulfil the role of coach to a small group of students and participate fully in training as required.
- Support and uphold the school ethos.
- Display commitment to Restorative Practice.
- Display commitment to the protection and safeguarding of children and young people.
- Continue their personal development.
- Participate in Flexible Learning activities

### **Variation in Role**

Given the nature of the role, it must be accepted that, as the school's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time, commensurate with the grading level of the post.



**Any Special Conditions of Service:**

- There is a requirement to submit to an Enhanced Disclosure and Barring background check.
- There may be a need to occasionally work outside of school hours and off school premises by the
- school.
- No smoking policy.

Wetherby High School is committed to safeguarding and promoting the wellbeing of children and young people and expects all staff and volunteers to share this commitment. All staff will be subject to an Enhanced Disclosure and Barring check and satisfactory references.

## Person Specification

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	GCSE grades A*-C/9-4 or equivalent in English and Mathematics.	<ul style="list-style-type: none"> <li>• CompTIA A+</li> <li>• Cisco IT Essentials</li> <li>• ITIL Certification V3</li> <li>• Microsoft Desktop Support Technician</li> <li>• Microsoft Certified Professional</li> <li>• Apple Certified Desktop Technician</li> <li>• GCSE, BTEC, NVQ, A Level qualification (or similar) in Computer Science and/or ICT.</li> </ul>
Knowledge & Understanding	<p>Excellent IT skills and computer literacy. Basic understanding of computer networks.</p> <p>Experience in the use of:</p> <ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Tablets</li> <li>• Interactive Screens.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of the following deployment technologies, such as: MDT, FOG, Ghost.</li> <li>• Knowledge of cloud-based systems, such as: Office365, G Suite, iCloud.</li> <li>• Experience using audio and lighting equipment including microphones and mixing desks.</li> <li>• Previous experience of working with children or within an educational environment.</li> <li>• Previous experience of working in an IT support role.</li> <li>• Previous Experience within a customer service role.</li> <li>• Working knowledge of Microsoft Windows and Apple MacOS, iOS, iPadOS client operating systems as well as various software packages such as Microsoft Office and Adobe Creative Suite.</li> </ul>
Skills & Personal Requirements	<ul style="list-style-type: none"> <li>• Excellent organisational skills.</li> <li>• A good standard of written and oral communication.</li> <li>• Ability to communicate effectively with a wide variety of people in a professional manner (face-to-face, on the telephone/radio and emails).</li> <li>• Ability to demonstrate practical troubleshooting and problem-solving techniques.</li> <li>• Good attention to detail and ability to show initiative.</li> <li>• Ability to prioritise, manage and perform under pressure.</li> <li>• Willing to work flexibly and with enthusiasm and ensure that output and quality of work is of a high standard</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working independently and managing own time.</li> <li>• Previous experience training others.</li> <li>• Interest in extra-curricular activities outside of IT.</li> </ul>

# Staff Benefits



## Wellbeing and Fitness

### Bodyline Fitness Membership

Flexible membership with a 30 day cancellation notice period at the same rate as annual membership.

### Discounted Hairdressing and Beauty Service

Leeds City College – the Salon Leeds  
0113 245344  
Discounts on all services (some via appointment only)  
Book via [www.thesalonleeds.co.uk](http://www.thesalonleeds.co.uk)

### Simplyhealth (Leeds Hospital Fund)

Access to discounted health benefits

### APL Smart Clinic

Access expert support and advice for life's ups and downs 24/7, 365 days a year.  
Access support when you need it, including counselling, physiotherapy and stress management

## Leisure and Shopping

### Vivup Employee Benefits

[www.vivup.co.uk/users/sign\\_up](http://www.vivup.co.uk/users/sign_up)  
Under organisation choose: Leeds City Council – VA Schools

### Discounts for Teachers

(available to all school staff)  
[www.discountsforteachers.co.uk](http://www.discountsforteachers.co.uk)

### Teacher Perks

(available to all school staff)  
[www.teacherperks.co.uk](http://www.teacherperks.co.uk)

## Services

### Commuter Travel Club

Discounts on bus tickets  
[www.firstbus.co.uk/buy-tickets/corporate-travel/commuter-travel-club-employee-information](http://www.firstbus.co.uk/buy-tickets/corporate-travel/commuter-travel-club-employee-information)

### O2 offer

Up to 25% off your Airtime Plan when you buy a new phone or tablet on O2 Refresh.  
With the employee discount programme, O2 Open using code LCC17.  
[www.o2.co.uk/open](http://www.o2.co.uk/open)

## Employment Benefits

**Access to a good pension scheme**  
Through either the **Teachers Pension Scheme** or **West Yorkshire Pension Scheme**

### National College Membership

[www.nationalcollege.com](http://www.nationalcollege.com)

### Wetherby High School CPD

Access to a wider range of personalised, bespoke CPD

### Generous holiday allowance

**Generous Maternity, Paternity and Adoption policies**

## **Application Form**

Please complete the Application Form provided with full details of your education and employment history, including any unpaid or voluntary work. Where there are gaps in your employment please state the reasons why (e.g. gap year, career break, unemployed, etc). We require details of two referees, one of which must be your current or most recent employer. CVs are not accepted as part of the application process.

The supporting information section of the form is very important. It gives you an opportunity to explain why you are applying and why you are the best person for this job. Use the job description and person specification as your guide and give specific examples, where possible, to demonstrate how you match the requirements for this post. If you do not have enough space, please attach a separate sheet.

Please remember to sign the declaration on the final page of the application form, if you send us this electronically we will ask you to sign this at the interview and assessment stage.

## **Interview and Selection Process**

Applicants who best meet all the requirements for the post will be short listed and details of the interview programme will be confirmed in writing.

As part of the selection process, in addition to assessing your skills and knowledge against the requirements of this role, specific questions will be asked to assess your suitability to work with children.

Under the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify on the application form. Please contact the School if you need to discuss this in any detail. We will consider any reasonable adjustments under the terms of the Equality Act to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

## **Pre-employment checks:**

### **References**

If you are short listed we will normally take up references before the interview date. One of your referees must be your current or most recent employer. Two satisfactory references must be received before we confirm any offer of an appointment. The information we request will relate to salary, length of service, skills and abilities, suitability for the job, disciplinary record and suitability to work with children. Copies of references or references that are addressed "to whom it may concern" will not be accepted. On receipt of references, your referees may be contacted to verify any discrepancies, anomalies or relevant issues as part of the recruitment verification process. Sickness absence record information will only be requested for the preferred candidate following the interview and assessment process. Consideration of the sickness absence information will comply with our responsibilities under the Equality Act.

### **Online Checks**

Online Checks will be completed before interview for shortlisted candidates. The purpose of completing an online check for shortlisted candidates is to check if there is any information in the public domain that may impact on their suitability to work in a professional role with children. The online check will be conducted for shortlisted candidates before interview, where possible, so that any issues or concerns can be explored further with the candidate at interview. The online check will only consider material that is relevant to their role working with children, their professional reputation or the reputation of the school.



## **Disclosure and Barring Check.**

Under the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 (as amended in 2013 and 2020), all posts at this School are classed as regulated activity and therefore an Enhanced DBS check will be undertaken. Checks will also be made against the Barred List. Applicants who are shortlisted will be sent a self-disclosure form to complete and return prior to interview/assessment.

All such checks must be satisfactory before we confirm any offer of an appointment

As an employer we are only entitled to request information about convictions, cautions, reprimands and final warnings that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 (as amended in 2013 and 2020). Convictions that are not 'protected' will appear on an Enhanced Disclosure, even though they are 'spent'.

For information regarding what criminal records history will appear and should be disclosed on application, please see the relevant flow charts on our website. Alternatively, guidance can be found on the DBS website. Please be aware spent and/or unspent convictions may not necessarily make you unsuitable for appointment. For further information about our use of Criminal Records information please see our Statement on the recruitment of ex-offenders below.

## **Medical Assessment**

A satisfactory medical declaration must be made before we confirm any offer of an appointment.

## **Prohibition Checks**

In accordance with our statutory responsibilities under the Education Act and outlined in Keeping Children Safe in Education 2023 we will carry out a check on any member of staff carrying out 'teaching work' to ensure they are not prohibited from teaching work.

Each of the following activities is teaching work:

- Planning and preparing lessons and courses for students
- Delivering\* lessons to students;
- Assessing the development, progress and attainment of students; and
- Reporting on the development, progress and attainment of students.

\* "delivering" includes delivering lessons through distance learning or computer aided techniques. The activities specified above are not teaching work for the purposes of the Regulations if the person carrying out the activity does so (other than for the purposes of induction) subject to the direction and supervision of a qualified teacher or other person nominated by the Headteacher to provide such direction and supervision.

## **Overseas Checks**

Where candidates have lived or worked abroad in the past 5 years for a period of 3 months or more we will carry out appropriate overseas checks. This will include including references from any overseas education employer where candidates have worked in an education setting overseas.

## **Validation of Qualifications**

All short-listed candidates will be asked to bring original certificates of relevant qualifications to interview. These will be photocopied and kept on file and may be confirmed as genuine with the relevant awarding bodies. This will include checks to ensure that candidates appointed as qualified teachers have QTS status and where appropriate have successfully completed their statutory induction.

## **Right to Work in the United Kingdom**

Under the Asylum and Immigration Act 1996, it is a criminal offence to employ anyone who is not entitled to live or work in the United Kingdom. Applicants will be asked to provide proof of this at interview stage by producing some original documentation such as your passport or birth certificate to confirm your eligibility to work within the UK. Photographic proof of identity will also be required.

### **Equal Opportunities**

We are committed to promoting best practice in our efforts to eliminate discrimination and to create a working and learning environment where everyone is treated fairly and with respect. We take action to ensure that nobody is treated less favourably than anyone else because of their colour, race, ethnic or national origin, religion, gender, sexual orientation, disability or age

## **Statement on recruitment policies, including the recruitment of ex-offenders**

Further information about our recruitment policies and procedures, including our policy statement regarding the recruitment of ex-offenders is available on the recruitment pages of our school website. As an organisation which is exempt from the Rehabilitation of Offenders Act and using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, we comply fully with the DBS Code of Practice and undertake to treat all applicants for positions fairly. We do not discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

We are committed to the fair treatment of our staff, potential staff or users of our services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience.

We will send shortlisted candidates a disclosure form to complete prior to interview. We can only ask an individual to provide details of convictions and cautions that we are legally entitled to know about. Applicants should therefore disclose all spent and unspent convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 (as amended in 2013 and 2020).

Please refer to the flow charts on our website to determine convictions and cautions that should be disclosed. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences



# Privacy Notice for Applicants

## Data Protection Legislation

In accordance with UK data protection law individuals have the right to know what personal data we hold about them, and for what purpose.

The school is registered with the information Commissioners Office (ICO) under the provisions of the UK GDPR and Data Protection Act 2018. We take our responsibilities under data protection law very seriously.

This Privacy Notice explains how we collect, use, store and share personal data about job applicants. In data protection law, these activities are called data processing.

## What is this information?

We may collect some or all of the following information about you as part of our recruitment process:

- Name, address and contact details
- Application data and application history
- Education and employment details
- Gender, ethnicity, disability, sexual orientation and religion/belief
- Date of birth and national insurance number, Identification, Immigration and Asylum details, i.e. right to work in the UK
- References if you are invited to interview
- Right to work in the UK and supporting documentation if you are invited to interview
- Copies of qualifications if you are invited to interview
- Your online activity (social media sites such as Facebook and Twitter)

## Who uses this information?

People involved in the recruitment process for example, School Business Manager, Headteacher and Governors.

## What authority do we have to collect and use this information?

Under the GDPR we collect and use this information under powers given to schools for the legitimate interests of the controller or third party, where applicable in accordance with the statutory framework for safeguarding children and safer recruitment in education.

The following categories of lawfulness apply:

- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract
- Processing is necessary for compliance with a legal obligation
- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity



In rare circumstances where no legal authority exists to use your information, we will obtain your express consent first.

## **What is 'personally identifiable data' (PII)?**

The term PII relates to any data that could potentially identify a living person. The following fields in Human Resources are classified as PII: name, age, address, place of birth, date of birth, gender, national insurance number, any application data and any information about an individual that can be used directly, or in connection with other data, to identify, contact or locate that person.

## **Why do we use this information?**

We use this information in the course of recruiting members of staff.

## **Who are we likely to share this information with?**

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, for the following reasons:

With the local authority and our HR services provider to allow managers to manage recruitment processes.

## **How do we keep this information secure?**

Your information may be stored securely in electronic and paper document management systems with stringent limited access. All access to documents is limited to only those staff involved within the recruitment process.

## **How long do we keep this information?**

Documents are kept for a period of 6 months following the end of the recruitment process. If you are successfully appointed into a post, your data will be held in line with school policies. A copy of the staff privacy notice will be provided to you upon appointment with full details.

## **What are your rights?**

You have the right to request that we stop processing your personal data. Wherever possible, we will seek to comply with your request but we may need to hold or process information in connection with one or more of the school's legal functions.

If you have any questions about our use of this data, or you wish to request a copy of the information we hold about you, or you wish to discuss your rights in relation to opting out from these processes, please contact our **Data Protection Officer, Richard Lewis-Ogden** who can be contacted by email at [DPO@bywaterkent.co.uk](mailto:DPO@bywaterkent.co.uk)