

Job Description and Person Specification

Role

IT Service Team Leader
Beckfoot Trust
Salary/Grade: Band SO2
Reporting to: IT Service Team Manager

JOB DESCRIPTION

Corporate Responsibilities

- This role requires broad experience with supported software and hardware as well as organisational and people management skills to ensure that service level agreements are met and quality targets attained
 - Supervise and monitor the performance of the IT service team, overseeing daily operations and ensuring that all incidents and support requests are handled efficiently and effectively
 - Serve as an initial point of contact for organisational leaders, ensuring timely and effective communication and resolution of their IT issues and concerns
 - Monitor and report on key performance indicators, identifying areas for improvement and implementing corrective actions as needed
 - Develop and maintain delivery plans, define project roles, monitor performance, address issues, manage risks, and ensure quality standards.
 - This role requires a high level of professionalism, exceptional problem-solving skills, and the ability to manage and prioritise multiple tasks simultaneously
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- Carry out the responsibilities of the role in line with our mission and organisational values
 - Adhere to the principles of alignment in the One Trust Contract
 - Ensure probity, propriety and adherence to the Nolan Principles both in your personal conduct and throughout the Trust
 - Lead and uphold an individual and organisational commitment to safeguarding and promoting the wellbeing of children; being hyper-vigilant in all interactions with students and adults
 - Comply with all policies, procedures, working practices and regulations, in particular, Child Protection, Equality and Diversity, Health and Safety, Confidentiality, Data Protection, Financial Regulations in line with our Scheme of Delegation
 - Contribute to a culture of relentless improvement, where feedback is a gift
 - Carry out any reasonable duties as requested by the CEO and or Trust Board This role involves engaging with students of all ages and need in regulated activity relevant to children. It is a school-based role that will involve contact with children.

Key Duties and Responsibilities

- Coordinate the team to ensure seamless integration of support services across the organisation
- Plan resourcing of the service desk to meet defined service levels
- Guide team members to ensure they are following incident management procedures
- Lead the induction of new IT team members and provide guidance in following procedures
- Direct the organisation of IT learning and work areas / rooms for efficient and safe use
- Develop and implement policies, procedures, and best practices to improve service delivery and customer satisfaction.
- Prepare and present regular reports on service performance, including key metrics, trends, and areas for improvement.
- Provide high quality customer service by listening to users, maintaining effective communication, identifying symptoms, searching for solutions, tracking issues, logging requests accurately, minimising service interruptions, informing users of impacts and resolution times, and providing basic guidance on new systems or applications.
- Provide guidance and support to the team, assisting them in troubleshooting and resolving complex technical issues; fostering a collaborative and high-performance environment
- Conduct regular training and mentoring for the team to keep them updated on expected procedures and the latest technologies, tools, and support techniques.
- Manage helpdesk management systems and remote support tools, ensuring optimal usage and functionality.
- Serve as the escalation point for complex or critical technical issues, ensuring efficient problem-solving, timely resolution, communication with stakeholders and customer satisfaction
- Deploy and configure hardware/software and systems for a range of purposes, complete or escalate change requests, support core application delivery across sites, and assist in IT project implementation/testing.
- Develop and maintain documentation for standard operating procedures and best practices.

JOB DESCRIPTION

- Maintain an up-to-date knowledge base of common technical issues and solutions, ensuring that helpdesk staff have access to accurate and relevant information.
- Ensure compliance with ITIL standards and other relevant certifications.
- Regularly communicate with suppliers to address any issues and ensure continuous improvement in service delivery.
- Supervise project delivery, following plans and reporting on project progress.
- Highlight any potential project risks to minimize project impact.
- Ensure that project delivery meets the expected quality standards and requirements.
- Maintain any project record keeping required for effective project delivery.
- Lead and motivate project delivery teams, ensuring collaboration and effective communication among all team members.
- Serve as a contact for project stakeholders, providing regular updates and addressing any concerns or issues.
- Provide technical guidance and support to team members as needed.
- Escalate potential service failures and security risks and recommend actions to improve service reliability
- Carry out maintenance to ensure stable and secure applications and IT infrastructure
- Immediately report content, contact, commerce or conduct of online safety risk
- Ensure that systems and equipment do not cause harm or risk to users
- Make careful consideration of GDPR, cyber security and online safety when working with the Trust IT environment, reporting any concerns immediately
- Take seriously the duty to safeguard all young people

Professional Development

- Be committed to own professional development, demonstrating the desire to be better tomorrow than you are today
- Participate in training opportunities, meetings, and networks to maintain excellent skills and knowledge in role
- Develop familiarity with commonly used hardware and software to provide advice and guidance to users
- Maintain up to date knowledge of changes and their application to school settings
- Seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check. The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Advanced Threshold Fluency Duty Required

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Advanced Threshold Level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly.
- Explain difficult concepts simply without hindering the natural smooth flow of language.
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

Date: March 2026

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks.

Post-holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager. The Job Description will be reviewed with the post-holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.

PERSON SPECIFICATION

IT Service Team Leader

	Essential Requirements	Desirable Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> • 4 GCSEs (or equivalent) at grades 4+ (A-C) in any subject including English and Maths • Level 5 (or equivalent) qualification in relevant discipline, such as IT or leadership • Relevant professional certifications (e.g. ITIL, project management, Microsoft or equivalent) 	<ul style="list-style-type: none"> • Honours Degree 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Experience working in IT • Experience in a customer facing role • Experience of team leadership • Experience of project management 	<ul style="list-style-type: none"> • Experience of working in educational IT 	<ul style="list-style-type: none"> • Application • Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> • Knowledge of a range of software used in businesses or schools (e.g. Microsoft 365, Adobe Creative Cloud, database solutions, learning platforms) • Skilled in problem solving • Communicate effectively to a range of audiences (verbal and written) • Listening carefully to others, understanding their needs and translating into practical solutions 	<ul style="list-style-type: none"> • Knowledge of hardware, networking or operating systems 	<ul style="list-style-type: none"> • Application • Interview
Character / Values	<ul style="list-style-type: none"> • High commitment to safeguarding and promoting the welfare of children • A passion for education and a deep-felt desire to make a difference for young people • Commitment to support and promote inclusion, diversity, and equality • Driven by values and aligned to the seven principles of public life of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership • Humility: a recognition that the more you know, the less you know! Not being afraid to say, 'I don't know' 		<ul style="list-style-type: none"> • Application • Interview

PERSON SPECIFICATION

	Essential Requirements	Desirable Requirements	How Identified
Personal Circumstances	<ul style="list-style-type: none"> Emotionally intelligent: know when to direct and when to challenge Present a positive perspective; able to listen and show awareness of other's sensitivities; have personal pride and lead by example Understand the importance of work/ life balance Legally entitled to work in the UK Able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 Flexible to attend meetings/training sessions outside of usual hours on occasion Flexible to support out of hours activity on occasion Regular independent travel across all schools is required 		<ul style="list-style-type: none"> References Interview