Regional IT Manager

Salary / grade range	£40,476 - £44,711 (SCP 31 - 35)
Location	West Yorkshire
Reports to	Service Operations Manager

Purpose of role:

The Regional IT Manager is responsible for the management of the Trust's IT infrastructure and support service, including:

- Establish best practice, procedures and processes within the Trust Hubs
- Point of escalation for Academy IT issues, providing 2nd line support of Technical Issues
- Supporting Head of IT on the development of the IT strategy, ensuring the Trust's resources and services are fit for purpose and support future development
- Engaging and working with Trust leaders and Education Directors to ensure IT services and fit for purpose and feeding into future plans
- On-boarding new academies into area of responsibility
- Supporting Delivery Manager on the change and development agenda

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies.

Key accountabilities (and specific duties / responsibilities):

Planning and Leadership

The Regional IT Manager will be accountable for managing the IT Team within their area, ensuring they can support the Trust's current needs and its future development.

The Regional IT Manager will:

- Support the Academy Leaders' strategic and budget planning with items relating to IT ensuring it supports the Trust's wider strategic planning, vision and aims.

- Contribute to the Academies and IT's business planning and risk management exercises, including taking action to mitigate risks where necessary.
- Support the development of the Academies and Trust's disaster recovery, business continuity, risk registers, and other related plans - advising on issues related to IT.
- Advise Trust leaders on all aspects of IT strategy and management, supporting effective leadership at all levels of Trust operations.
- Keep up to date on developments in technology for the education sector, alerting Trust leaders to developments that could support the Trust's work.
- Develop and maintain strong relationships with relevant external organisations.
- Work with other Trust leaders to develop and extend IT knowledge and capabilities across the Trust.
- Manage the IT Team for their Hub, taking responsibility for their professional development and performance management.

IT Change Delivery

The Regional IT Manager will be accountable for managing IT Change Delivery Programmes.

The Regional IT Manager will be responsible for:
- Supporting the Trust's IT change agenda
- Supporting IT change at individual Academies
- Oversee the Change Management process
- Managing the IT elements of On-boarding New Academies
- Effective engagement of IT Shared Services and vendor organisations to support delivery of change
- Effective engagement of academy leaders and Academy-based IT colleagues

IT resource and service management

The Hub IT Manager will be accountable for managing the IT Team, and for overseeing the delivery of a high-quality IT support service.

The Regional IT Manager will:
- Support the development and implementation of an asset management system for IT resources, including maintaining an accurate inventory of equipment.
- Ensure accurate records are kept in relation to the purchase or loan of IT resources, including records related to warranties.
- Plan, implement and record changes to hardware and software resources as required.

Academies Trust

- Oversee procurement processes for IT resources, ensuring these achieve value for money.
- Oversee the maintenance of IT resources, including ensuring appropriate disposal of IT assets when necessary.
- Manage the IT Team ensuring IT issues and service requests are dealt with in a timely manner.
- Take responsibility for reporting on IT issues and service requests for each academy within your Hub.
- Manage escalations of incidents and requests providing technical support on all aspects of IT across the Academies and Trust.
- Take responsibility for the security of the Trust's IT systems, including ensuring appropriate antivirus and cyber security measures are in place.
- Ensure that the Trust's IT systems reflect appropriate data protection measures and good practice.
- Manage the Trust's contracts and service level agreements for outsourced IT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the Trust's external suppliers and contractors.
- Support the Design, implementation and monitor a system for responding to support requests, recording IT casework information, and reporting on support requests to support continued improvement.

Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
Qualifications		
• Appropriate Professional IT Qualification		A
Experience • Track record of business change delivery in an IT environment		A/I
• Track record of IT operational service delivery to demanding customers		A/I

• Experience of IT in an education or as a minimum, in a highly customer focused environment		A/I
• Experience of leading IT teams		A/I
• Track record of delivery through a variety of resourcing and sourcing arrangements. Capability to leverage external providers.		A/I
Skills, Ability, Knowledge • Up to date knowledge of IT standards/protocols, and legislation including GDPR		A/I A/I
• Desire to continually improve. Constantly raising the bar		A/I
• Technically competent (Active Directory, G-Suite, Cloud Services, Network etc)		A/I
• Ability to command respect amongst business peers		A/I
• Consistent in approach and methodology		A/I
• Strong relationship-builder based upon fact-based delivery on commitments – does what says they will		A/I
• Interested and passionate about the end-customer		A/I
• Excellent organisation and administrative skills		A/I
• Excellent leadership, communication (oral and written) and interpersonal skills		A/I
• Proven track record of building strong personal relationships and credibility at senior level across all internal functions		A/I
Personal Qualities • An innovative approach and high energy levels		I

• Enthusiastic and action orientated		I
• Commitment to team and strong team player		I
• Strong commercial acumen and strategic thinking ability		I
• Able to manage conflicting priorities and changing requirements in line with Co-operative values and principles.		I

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Follow academy's policy and procedures in respect to all aspects of safeguarding (including whistleblowing if necessary)

Maintain secure knowledge in relation to safeguarding policy and procedures, including through attending training as directed by the DSL/HT

Seek advice and support from DSL and/or headteacher as needed

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.