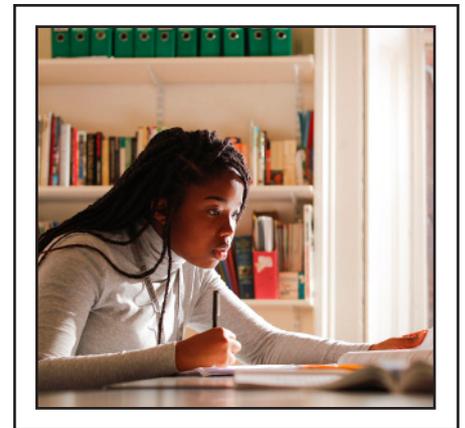


La Retraite

Roman Catholic Girls' School

Recruitment Pack



Level 3 IT Infrastructure Apprentice



Faith



Values



Excellence



Our Mission

The tradition of La Retraite Roman Catholic Girls' School, since 1880, has been to nurture each and every student to become capable, independent learners, and thoughtful and responsible young people, determined to achieve the highest standards and play a significant role in their community.

Our mission is to continue this tradition, delivered within the context of Gospel values and the teachings of the Church.

To act justly, and to love mercy, and to walk humbly with God. — Micah 6:8



The School Community

Our Catholic ethos underpins everything we do at La Retraite. The students are given many opportunities to develop a deeper understanding of their faith and grow as a whole person during their time as La Retraite. We have a Chaplain who leads an excellent Chaplaincy team providing wonderful liturgies and opportunities for prayer. Each year, the group has the opportunity to attend a Retreat where they have a chance to reflect and pray together. The Chaplaincy also works with local Parish priests, reinforcing the links between the parishes and the school.

Each student is placed in one of six Houses - Charity, Faith, Hope, Love, Patiences or Wisdom. The school House System strengthens a sense of community, encouraging students of all ages to work together and support each other. Each House has a charity that they support and students organise many events to raise money for their designated charity.

La Retraite was graded as Outstanding in its last Diocesan Inspection (Section 48) in June 2018.

Academic Excellence

La Retraite has a superb record of exam success, with results well above national averages and all students make outstanding progress.

This is achieved through the energy and commitment of the teachers by carefully matching the curriculum to the ability and interests of our students. Students and staff are supported in their work together through having excellent facilities. All classrooms have interactive whiteboards and the latest technology to support learning. Within recent years, the school has opened a new library, new dance and drama facilities, a new sports hall, and a multi-purpose sports pitch.



La Retraite

Roman Catholic 11-19 Girls' School

Atkins Road, Clapham Park, London SW12 0AB

Tel: 020 8673 5644 Fax: 020 8675 8577

schsec@laretraite.lambeth.sch.uk

www.laretraite.lambeth.sch.uk

Head Teacher: Mr. D. Malins

21st October 2020

Dear Applicant,

Re: Level 3 IT Infrastructure Apprentice -18 month fixed term contract at La Retraite R.C Girls School

Thank you for your interest in the above post.

We are currently looking to expand our IT support team and are looking to recruit a Level 3 IT Infrastructure Apprentice.

Weekly working hours will total 35 per week, Monday to Friday, 8.00am-4pm with a 1 hour unpaid lunch break.

Your main duties will include:

- *Support to students and staff in the appropriate use of IT*
- *Desktop & Application Support – Connect, set up and check PCs*
- *Performing basic PC hardware repairs and upgrades*
- *Management of laptops/devices for teachers, other staff and students*
- *Maintaining inventory of the school's IT systems*
- *Following relevant H&S procedures*
- *Server & Network Support*

Some of the key skills and qualifications include:-

- GCSE passes in English and Maths or equivalent at Level 4 and above
- Logical, creative thinking, analytical and problem solving skills
- Able to learn and comply with procedures
- Able to judge priorities
- Interest in developing good IT skills
- Proficient use of office computer software including word-processing, spreadsheet, database and internet systems.
- Ability to work independently constructively as part of a team, understanding school roles and responsibilities including own.
- Understanding of the importance of Data Protection in an educational setting
- Understanding of basic health & safety and its application in a large school

The successful candidate will be given the equivalent of up to one day each week, for study related to the role. Some of that study time may be delivered remotely and on site.

Should you wish to apply for the post, please go onto our website www.laretraite.lambeth.sch.uk and apply online.

If you should have any technical queries about the post please contact Mr Amaro Silva, ICT Network Manager via email, on asilva@laretraite.lambeth.sch.uk . For non-IT queries, please contact Ms Clarke on aclarke@laretraite.lambeth.sch.uk. **Visits are encouraged and can also be arranged with Ms Clarke via email (aclarke@laretraite.lambeth.sch.uk) or by telephoning her on 020 8673 5644.**

The closing date for this post is on Monday 9th November 2020 and the recruitment process is expected to be held before the end of November 2020.

I would like to wish you luck and look forward to receiving your application.

Yours sincerely,

Dominic Malins
Headteacher



La Retraite Roman Catholic Girls' School

Job Description

Post title: IT Infrastructure Technician Apprentice **Salary:** £12k-£13k per annum

Responsible to: IT Network Manager

Main Purpose of the Job:

- To support the school's IT Technician, IT Network Manager and IT users in the best use of their applications and systems across the school
- To provide a proactive, responsive and customer-focussed IT support service to all users in the school

Major duties and responsibilities:

- To provide hardware and software technical support to staff and students, delivering a timely resolution in line with agreed deadlines.
- To help with the deployment and maintenance of IT / AV equipment and software.
- To assist in accurately logging and documenting service requests, recording actions taken to manage and/or resolve the request and provide feedback if issues cannot be resolved quickly
- To provide in-class IT / AV support when required e.g. when software is rolled out for the first time
- To create and maintain accounts and user permissions, and undertake password resets as required and assist with the training and support of existing and new users
- To diagnose and solve basic network, software and hardware faults and perform maintenance repairs and upgrades
- To assist with essential emergency or scheduled network maintenance; this may also require occasional out of hours working
- To keep up to date with current technology trends and participate in training, other learning activities and performance development as required
- To support approved printers in school, change toners and solve minor faults, paper jams, etc.
- To undertake routine replenishment of IT consumables, including toner cartridges
- To maintain the print management system and print limits
- To comply with all requirements for the recycling of toner cartridges and other IT / AV related materials (ensuring School is compliant with WEEE regulations at all times).
- To help with the set-up of IT / AV equipment for school assemblies when required.
- To assist in the proper connection to the network of school IT equipment i.e. computer and phones etc.
- To undertake termly site patrols to identify any IT / AV issues.
- To assist in keeping the Fixed Asset Register up-to-date with all IT / AV equipment throughout the school ensuring an annual stocktake takes place
- To undertake any other tasks which may be required by the IT Technician and IT Network Manager
- To cover for the IT Technician and IT Network Manager in his/her absence
- To assist with ensuring that staff and students have a satisfactory, robust, reliable and secure IT environment, including backup schemes for the school IT environments.
- To attend meetings, delivery training and offer guidance on technical issues to staff
- To support the use of the school's MIS system Capita SIMS.

General Duties

1. To have a thorough understanding of school policies and implement them consistently
2. To support the Catholic ethos of the school
3. To undertake any additional responsibilities commensurate with the level of the post as directed by the IT Network Manager and any other member of the SLT
4. To ensure Data Protection is at the forefront of the IT culture across the school.

Person Specification:

1. Educational achievements, knowledge and expertise

Essential

- GCSE passes in English and Maths or equivalent at Level 4 and above
- Logical, creative thinking, analytical and problem solving skills

Desirable

- IT related qualification

2. Job related knowledge, aptitude and skills

Essential

- Able to learn and comply with procedures
- Able to judge priorities
- Interest in developing good IT skills
- Can proficiently use office computer software including word-processing, spreadsheet, database and internet systems.
- Ability to work independently constructively as part of a team, understanding school roles and responsibilities including own.
- Understanding of the importance of Data Protection in an educational setting
- Understanding of basic health & safety and its application in a large school

3. Personal Attributes

Essential

- Reliable, excellent attendance and punctuality
- Approachable, calm and professional with a customer focussed approach
- Good communication skills , both orally and in writing
- Ability to work well as part of a team
- Flexibility – willing to help out where and when needed
- Well organised with an eye for detail
- Ability to troubleshoot
- Able to multi-task
- Responds well under pressure

4. Special Requirements

Essential

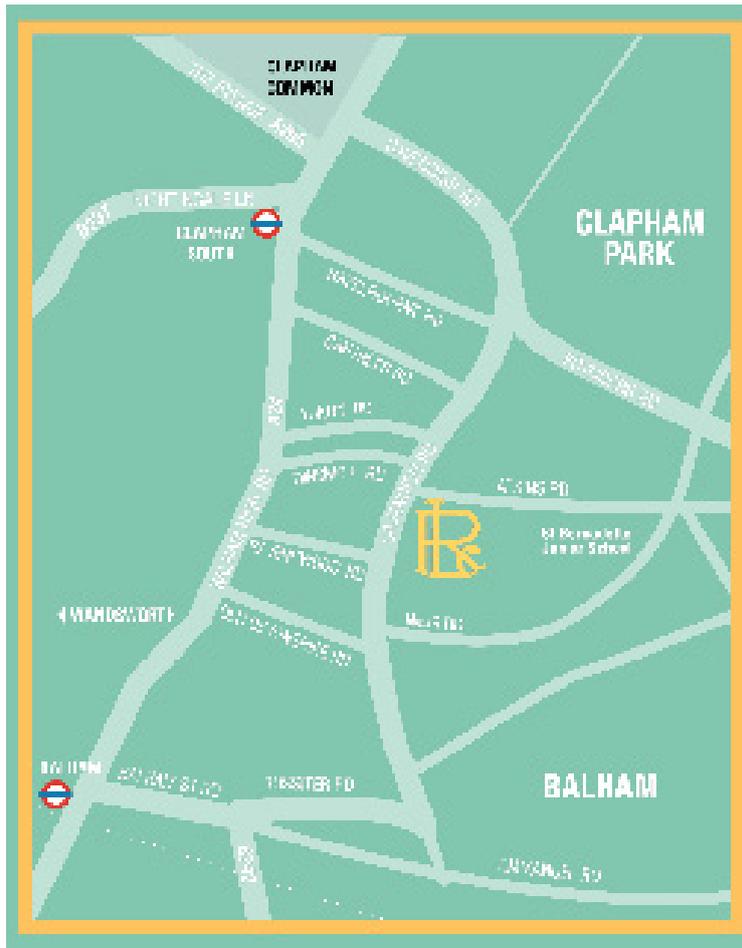
- A commitment to safeguarding and promoting the welfare of children and young people
- A commitment to Equal Opportunities
- A commitment to the Catholic ethos of the school
- An understanding of the Data Protection Act (2018)

Signed by:

Post holder:

Line Manager:

Date:



La Retraite

Roman Catholic Girls' School

•

Atkins Road, Clapham Park
London SW12 0AB

•

www.laretraite.lambeth.sch.uk



Faith • Values • Excellence

