

Application information for the appointment of
IT Manager Internship
with the School Development Support Agency



Application deadline: Wednesday 18th April 2018
Interview date: Thursday 26th April 2018
Salary: £15,000 – Start: summer 2018

Welcome

Thank you for taking an interest in this position of IT Manager Internship I hope your interest might develop into an application that we can consider. This is an exciting opportunity for somebody who wants to develop their IT career within a small business environment.

The SDSA leads and supports partnerships and projects that improve outcomes for children and young people, especially within schools. We are based in Leicester but our work includes local, regional and national contracts. We think we are unique within the sector, operating as a not-for-profit support organisation, driven by a spirit of enterprising public-service. We are now well established with over 15 years of successful operation in a rapidly changing environment. You can find out more about the SDSA on our website www.sdsa.net or in the SDSA prospectus that can be downloaded.

The current SDSA team includes a number of colleagues who provide support, direction and leadership for our work. I know I am biased but they are a fantastic team and I know we have a growing reputation. The world of schools and children's services is changing rapidly and support is increasingly being commissioned from organisations such as the SDSA. These are therefore exciting times for people who like to think and work 'outside the box' and have imaginative ideas for improving outcomes for children, young people and their families.

Please have a good look through the remaining pages and consider whether you might be the person we are looking for to join the SDSA team. If so, we would be delighted to receive your application.

All the best

A handwritten signature in black ink that reads 'P. Chilvers'.

Pete Chilvers, Chief Executive, SDSA

What the SDSA stands for

The following principles and values are crucial to all of the SDSA's work:

Collaboration - because new possibilities emerge when ideas come together

Creativity - because experience improves when personal expression matters

Equalities - because potential is wasted when unnecessary barriers remain

Participation - because life improves when people are shaping their own future

Conviction - because life has integrity when both hearts and minds are engaged

About the IT Manager Internship position

Although the role is that of an IT Manager Internship, internally the title will be Project Manager. If appointed, you will be joining a team of Project Managers who work flexibly across a range of projects. Each team member brings different strengths, experiences and capabilities and they work together to deliver the required outcomes. A spirit of all-for-one and one-for-all is becoming the norm within the company, with high levels of flexibility, joint-working and adaptability between different tasks and roles. Project Managers are proactive in seeking to collaborate, not limiting their involvement to just preferred tasks and always providing support where they are able. 'Going the extra mile' is a principle we try to establish to see where steps can be taken to go 'above and beyond' in the interests of colleagues and the work of the organisation.

The role of IT Manager is quite a broad, all-encompassing one that requires willingness and flexibility to work at a number of levels. Although primarily focussed on providing IT systems expertise to the organisation the role could include occasional administration, supporting events, leading projects and generally supporting the organisation.

Although on a practical level each Project Manager will lead or co-ordinate a small number of projects, team members move flexibly across this range of functions within their work. The SDSA has recently deliberately removed vertical hierarchy, as this was seen to hinder a collaborative ethos. We do not use a highly-structured line management system and the review of work is provided through a collaborative team approach around the project needs rather than through an 'approval cycle'. This allows for decision-making to be distributed and enables innovation and leadership to come from any part of the organisation.

Job description

The main purpose of the role is to deliver a range of IT systems and technical support activities to support wider project management and delivery functions.

At present the IT Manager role is undertaken by the Assistant Director as part of their wider company role. However, due to company expansion the following activities will transfer to the IT Manager role:

- Continually developing the IT infrastructure and systems to ensure they effectively meet the needs of our rapidly expanding company
- Ensuring IT systems are operational and secure at all times
- Managing the network and connectivity
- Desktop support, problem solving, rebuilding laptops
- Supporting the use of online applications such as Eventbrite and Surveymonkey
- Management of domain names and webhosting packages
- Procurement of hardware and software
- Audio/visual technician and inventory management
- Ensuring compliance with Cyber Essentials Standards

At present, the SDSA manages a number of websites as part of the projects and programmes we deliver on behalf of clients. These include:

- <http://sdsa.net/>
- <http://www.whatever-it-takes.org.uk/>
- <http://www.everybodysreading.co.uk/>
- <http://emsyh.org.uk/>
- <http://sectorledimprovement.co.uk/>
- <http://www.teachleics.co.uk/>
- <http://www.vesa.org.uk/>
- <https://www.tscouncil.org.uk/>
- <http://www.leicesterpp.org.uk/>
- <http://www.pdnet.org.uk/>

Many of these sites are due for an update and refresh in terms of the content, functionality and security. In addition, we are working on a number of new and exciting pieces of work that will require a web presence and some more complicated IT functionality. We have recently employed a Full Stack Web Developer and the successful candidate for this role be able to work closely with them.

Support and learning:

Within the SDSA Team are a number of staff who will be able to provide support and advice to the successful candidate in this role:

Full Stack Web Developer – a recent appointment to SDSA who has expensive software and web development experience in addition to managing of IT systems

Assistant Director – will continue to provide the strategic oversight of IT systems and who set up and currently managers all IT operations

Data and Performance manager – who has extensive experience and skills in using excel and visual basic to crunch numbers and develop essential applications which improve efficiency in project work

We are always open to new ideas and would be looking for someone to bring skills and expertise to enhance our projects with innovative IT solutions which solve problems and drive efficiencies. By making the connections between the work that we do and technical possibilities we hope the successful candidate will become a key part of our team, involved in projects from start to finish.

Start date: Between mid-June and end of August depending on business need (to be agreed after interview). This is a full-time 12 month position with the option to extend for a further month if necessary.

Who we are looking for

We are looking to recruit a university undergraduate who is looking to spend a placement year as our IT Manager (Internship). Most importantly, we are looking for people well-matched to our philosophy, who have a commitment to public service and a passion for the work of schools and children's services. We are genuinely open to considering candidates from a range of backgrounds.

This is a great opportunity for someone who is enthusiastic, ambitious, creative, dedicated, passionate, well-organised and a team player!

The key to our success at the SDSA is to identify how we can best support schools and other partners to meet their identified needs. We always need to maintain an awareness of the requirements and pressure points within the system and develop imaginative solutions to help people remove obstacles or solve problems.

We are never able to rest on our laurels; rather, we much prefer to quietly watch others take pride in work that we have supported. The work of the SDSA has a relentless energy and consuming passion that compels the team and convicts them in their altruistic efforts to make a difference.

There will be many opportunities for you to contribute to the broader work of the company. There is currently a tangible sense within the SDSA team that we might be on the threshold of a very promising future.

If you think you could work and thrive in this environment then please apply for this job. What is required more than anything is a positive, 'can do' attitude that looks for opportunities and strives for excellence. The SDSA also offers some great opportunities for the continuous development of team members.

This position offers the appointed person favourable terms and conditions, but all of our work has to be earned! This is no job for somebody who seeks long-term security without having to get off their backside or think creatively! It is the job for somebody who has imaginative ideas, enjoys hard work and wants to contribute to the SDSA's enterprising public service.

The salary for this role is £15,000. We use Leicester City Council's payroll services which provides the option of joining the local government pension scheme and we also provide free car parking close to the office.

The hours are 37.5 per week Monday to Friday. While most of the work will be based in Alliance House there might be occasional meetings and events in schools and conference venues.

Person specification

Personal characteristics:

- Personal characteristics in line with SDSA Corporate Values.
- Understands and values the need to work in cooperation and collaboration with colleagues and partners
- A successful record that illustrates drive and ambition to make the best of personal abilities.
- High level of inter-personal skills and motivation and ability to work independently under pressure as well as with team members to secure effective outcomes
- Personal conviction and the organisational skills required to manage work with independence and resilience to further the work of the company
- Flexible approach to work and the ability to meet deadlines
- Good organisational, planning and time management skills with the ability to prioritise and juggle conflicting demands

Skills and experience for this position

For this role we are more interested in finding a person with the right mindset that is keen to learn rather than some that has all the skills and experience already. However, having the some or all of the following knowledge and experience will be beneficial:

- IT Desktop skills: rebuilding and problem solving
- Networking knowledge and experience
- Security software and hardware
- Purchasing IT equipment and software
- Developing testing environments for new hardware and software
- User engagement in testing and evaluating new systems
- App development
- Audio/visual technician skills and experience
- Experience in editing, updating and customising off-the-shelf solutions using Wordpress and similar CMS
- Experience of integrating social media into websites and using social media for business purposes

SDSA values

We have identified the following personal characteristics as ones that describe an 'SDSA person' and somebody that might fit in well with the rest of the team and the company's working arrangements. These are expanded in the accompanying document.

- Integrity and modesty
- Self awareness
- Encouraging others
- Team work
- Entrepreneurship
- Working strategically

How to apply

The deadline for applications is Wednesday 18th April 2018

Download the application form from www.sdsa.net/jobs

Submit your completed application form to office@sdsa.net. You are requested to also submit a letter in support of your application. This should be a maximum of 2 sides to accompany your application form. This letter should include:

- a) Why this post particularly appeals to you
- b) The personal qualities, plus any skills, experience and enthusiasm you can bring to this kind of work
- c) How you see this post providing opportunities for your development
- d) Examples of your previous web development work

You are welcome to enclose a CV, but only if you feel it offers information you have not been able to provide in the application form or covering letter.

Receipt of all applications will be sent by email.

Interviews will be held on Wednesday 26th April 2018