

## General information for applicants

### IT Apprentice

#### **The Princethorpe Foundation**

The Princethorpe Foundation, which is administered by lay trustees, provides co-educational, independent, day schooling in the Catholic tradition for some thirteen hundred children from age two to eighteen years. The senior school, Princethorpe College, (HMC 11 - 18) is about 7 miles from Leamington, Coventry and Rugby, with the junior schools, Crescent (IAPS) about seven miles away in Rugby, and Crackley Hall School (IAPS) and Little Crackers Nursery about nine miles away in Kenilworth.

#### **The School**

Princethorpe College opened in 1966 and occupies a fine former Benedictine monastery which was built in the 1830s in 200 acres of parkland. The origins of the school date back to 1957 when the Missionaries of The Sacred Heart opened St Bede's College in Leamington Spa; the subsequent move to Princethorpe gave an opportunity for expansion.

The school became a lay foundation in 2001, when it merged with St Joseph's School in Kenilworth, resulting in the consolidation of a junior school and nursery on the Kenilworth campus. Crackley Hall is a significant feeder for Princethorpe. In September 2016, The Crescent School, a stand-alone prep school for seventy years in Rugby, also merged with the Princethorpe Foundation.

About one-quarter of the children at Princethorpe are Catholic and the Foundation welcomes children and staff of all denominations. The key catchment area for the school lies in a radius of about twenty-five miles, largely within the conurbations of Coventry, Leamington, Warwick, Kenilworth, Solihull, Stratford, Lutterworth, Banbury and Rugby, all of which enjoy a private bus service.

The Head of Princethorpe, Ed Hester, is Foundation Senior Head and as chief executive chairs the Foundation Executive Committee (FEC) which has responsibility for the day-to-day running of the schools and strategic planning. Financial management, estates, catering, IT systems and marketing for all schools in the foundation are resourced centrally. The head of Crackley Hall, Robert Duigan and the Head of the Crescent are also members of the FEC.

Ed Hester is a member of HMC and the school also has membership of ISA and CISC.

The school continues with a comprehensive investment programme which over the last decade has seen a Sixth Form Centre built, Sports Centre improvements, chapel refurbishment, a new Photography department, update of IT facilities, Music department and classroom refurbishment and restoration of The Roundhouse to provide a stunning multi-purpose meeting, teaching and performing space. *The Limes*, a £4.5m fourteen-classroom teaching wing serving English, Modern Foreign Languages, Academic PE, IT and computing opened in September 2014. An indoor climbing wall and new fitness centre were part of the same project.

#### **Ethos**

Princethorpe life extends well beyond just exam preparation. The gospel values of love, service, commitment and forgiveness are central to everything which the school does, underscored by the school motto, *Christus Regnet – may Christ reign.*

Our schools are characterised by their strong Christian ethos and pride themselves on providing a caring, stimulating environment in which children's individual needs are met and their talents, confidence and self-esteem are developed.

The school maintains its Catholic tradition through assemblies, morning prayers, Holy Mass, celebrating the sacraments, teaching of Religious Studies and a vibrant Chaplaincy.

The social, cultural, intellectual, spiritual and emotional needs of pupils drive the school which is famed for outstanding levels of pastoral care. The ISI inspection report from April 2014 makes reference to the spiritual, moral, social and cultural development of pupils as being a key strength of the school.

### **The Local Area**

True to its heritage as a fashionable spa resort in the late 18th century and with a population of 50,000, Leamington is a thriving and elegant town of culture, leisure and good eating, with a well-regarded shopping experience comprising the usual range of high street outlets plus a significant number of independents. There are three key green spaces: the Jephson Gardens, Pump Room Gardens and Victoria Park. All of the major supermarkets are present. Swimming, golf, football, rugby, tennis, real tennis, health clubs, galleries, museums and the theatre are all well represented.

Rugby which has a population of 71,000, has an industrial heritage including the development of Whittle's jet engine and is, of course, the birthplace of rugby football; Coventry is famed for its Basil Spence Cathedral where Britten's War requiem was first performed and Warwick has a gentler air boasting the finest mediaeval fortress in the country. Kenilworth has the ruins of a castle, the remains of a medieval monastery, interesting architecture, a huge choice of well-regarded restaurants and a variety of independent retailers.

Communications in this part of the world are excellent, with easy access to the Midlands motorway network, and London is about an hour from stations at Leamington Spa, Rugby and Coventry. Shakespeare's Stratford-upon-Avon and the Cotswolds are a short drive away. There is a huge variety of property at modest prices.

### **Looking Forward**

Princethorpe College enjoys an excellent and growing reputation. Pupil numbers have risen to around 865 and continuing strides are being made to ensure the highest academic standards and a widening extra-curricular programme. Many pupils gain representative honours in sport and England cricketer, Ian Bell, numbers amongst the school's alumni.

Plans are in place for *The Close*, a seven laboratory Science block at Princethorpe and *The Gables*, at Crackley Hall, comprising a multi-purpose hall, classrooms and music practice rooms opened in February 2016 and represents a further £2m investment. A new Virtual Learning Environment utilising *Firefly* has been implemented and is being rapidly populated. A pilot study for using tablets and other digital devices in class groups has recently been completed.

## **Role**

We are looking to recruit an IT Apprentice, at Level 3, to join the busy Foundation IT department, to start by August 2018, although later starts will be considered for the right candidate. They will report to the Assistant Head (Director of Digital Strategy) and will be based in Princethorpe College with some duties at the Foundation feeder schools, Crackley Hall School in Kenilworth and Crescent School in Rugby.

The candidate will be a member of the IT Service Desk team providing a front-line service to staff across all three schools and for pupils in the College.

The role would provide the successful candidate with an inside view of the workings and the organisation of a multisite network, implementation procedures of new hardware/software, including expansion and development of existing and new IT services. They will have responsibility for the first point of contact on the ICT helpdesk with all users.

Interested candidates will have good communication and organisational skills, as well as the ability to work on their own and as part of a team. They will be studying an IT related apprenticeship at level three or four. Likely courses are *IT, Software and Telecoms Professionals, IT Application Specialist* or *Infrastructure Technician*, although this list is not exhaustive. Warwickshire College Group are the training service provider for the apprenticeship and additional training will be on day release at Warwickshire College.

An IT Apprenticeship will enable the successful candidate to gain hands on experience; they will be trained to provide support to users on various levels, from toner replacements, stock checks and Audio Visual setups, to supporting end users with any technical and software queries.

Candidates are welcome to discuss the apprenticeship courses in more detail with Emma Rogers, Worked-based Learning Manager, Warwickshire College Group on 01788 863230.

Single person accommodation on site may be available.

## **Salary and working hours**

The rate of pay will be £5.00 an hour. The usual hours of work will be from 8.00am to 5.00pm with an hour's unpaid lunch, Monday to Friday.

## **The IT Department**

The IT Support department consists of four staff supporting all three Foundation sites, Princethorpe College (440 devices), Crackley Hall School (88) and Crescent School (49).

There are on-going projects to extend network services in order to explore latest technology, and this offers great scope for participation, and you will have the opportunity to practise current skills as well as learning new ones and to contribute to 1st, 2nd and 3rd line support.

The organisation, known for its friendly, welcoming and open atmosphere, employs staff with a very wide variety of expertise and specialisms. Working for the Princethorpe Foundation would give a great chance to learn and develop in a fast paced environment with no two days being the same.

The College already participates in the IT apprenticeship scheme with the Warwickshire College Group. One member of staff has successfully undertaken their first year.

## **Key duties & responsibilities**

### **Customer service**

- Primary responsibility is user support and customer service
- Being present and available to staff and pupils requiring technical assistance
- Respond to questions from all phone calls, emails and callers
- Learn fundamental operations of commonly used software, hardware, and other equipment
- Follow standard Service Desk operating procedures; accurately log all Service Desk tickets using the defined tracking software
- Become familiar with helpdesk policies and services
- Become familiar with the Systems, Network, Database, Desktop Engineers, programmers, developers, and each team in the IT Department
- Other duties as assigned

### **Software**

- Install and test new software
- Support MS Office
- Assist with software deployments
- Support staff with any software queries
- Deliver staff training for different software packages through 1 to 1 tuition and the creation of technical guides
- Troubleshoot software issues
- Maintain software asset listing across the site(s)

### **Hardware**

- Move, check, install computer equipment as required
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, monitors; ensure that these are prepared and ready to be used and perform consumables stock control
- Assist in the deployment of computer hardware around the school as and when required
- Contribute to the IT Support log of all technical faults and resolutions, list and administrate all incoming jobs
- Maintain hardware asset listing across the site(s)

### **Network Management**

- Monitor anti-virus status and updates
- Monitor Print management software
- Monitor Daily, Weekly, Monthly server back-ups
- Carry out routine network maintenance, housekeeping and troubleshooting tasks
- Familiarise yourself with the network infrastructure and maintain switch cabinet patch management
- Develop & Maintain network asset listing across the site(s)

Princethorpe College reserves the right to amend this job description from time to time according to business needs

### **Personal Appearance**

The schools regularly receive visits from parents, potential parents and others, and naturally wish to convey an impression of efficiency and organisation. Therefore, whilst not wishing to impose unreasonable obligations on staff, you are, nonetheless, required to look smart in appearance and set an example to pupils.

## Person Specification

		Essential	Required	Desirable
<b>Personal job related skills</b> <b>Service Orientated</b>	Ability to deliver quality service whilst under pressure Ability to communicate effectively and confidently both verbally and in writing Ability to deal with confidential information and an understanding of data protection legislation Ability to work on own initiative as well as part of a team Good problem-solving skills Good organisational skills Ability to deal effectively with a wide variety of queries Inter-personal skills Attention to detail Enthusiasm and committed to the aims of the school A conscientious and flexible approach to work Ability to relate well to children and adults Ability to identify own training needs and co-operate with the means to address these	Y Y Y Y Y Y Y Y Y Y Y Y Y		
<b>Technical job related skills</b> <b>Interest knowledge or understanding</b>	Desktop Support Application support – MS OFFICE 2010/2013/2016 Active Directory HYPER V 2012R2 VEEAM SQL Web application design PowerShell Linux/Ubuntu			Y Y Y Y Y Y Y Y
<b>Qualifications</b>	5 GCSE grades A-C including Mathematics and English or a relevant Level 2 apprenticeship			Y
<b>Other requirements</b>	Driving License			Y

## **Safeguarding Children**

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom she/he is responsible, or with whom she/he comes into contact will be to adhere to and ensure compliance with the school's child protection policy statement at all times.

If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school she/he must report any concerns to the deputy head (pastoral) or the headmaster.

## **Mandatory Training**

Safeguarding and Health and Safety Induction

## **General**

All members of staff are expected to contribute fully to the extra-curricular programme. The employee will need to satisfy the Foundation of medical fitness, integrity of information supplied and will be expected to sign a standard Foundation contract of employment.

## **Safeguarding**

The Princethorpe Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.

During the recruitment process we will require a signed statement that the applicant is not on the barred list/ List 99, disqualified from working with children, or subject to sanctions imposed by the Secretary of State or other regulatory body, and either has no convictions, cautions, or bind-overs, or has attached details of their record in a sealed envelope marked confidential.

The successful applicant will be required to complete a Disclosure and Barring Service (DBS). You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, as well as referral to the relevant DfE and DBS agencies.

Please refer to the Safer Recruitment Policy, which applies to all age ranges including Early Years, the Junior School and Senior School. This should be read alongside this brochure and contains a separate policy relating to the recruitment of ex-offenders at Annex A.

The Safeguarding Policy, Behaviour Policy: Staff Code of Conduct, Safer Recruitment Policy and information on Disclosure and Barring Service (DBS) checks are available on the Employment Opportunities page of the website [www.princethorpe.co.uk](http://www.princethorpe.co.uk)

## **Recruitment**

The Princethorpe Foundation is committed to providing a supportive and flexible working environment to all its members of staff. The School recognises that, in order to achieve these aims, it is of fundamental importance to attract, recruit and retain staff of the highest calibre, who share this commitment.

The Foundation is an equal-opportunities employer.

## Application Form

Applications will only be accepted from candidates completing a Princethorpe Foundation application form in full. CVs will not be accepted in substitution for completed application forms. Please submit an application form together with a CV and covering letter detailing experience, personal qualities, how you meet the person specification and outlining your suitability for the post.

Please address your application to Mr E J K Tolcher, Foundation Bursar.

Completed applications should be sent by email to [Recruitment@princethorpe.co.uk](mailto:Recruitment@princethorpe.co.uk)

or by post to: Mrs Keren Andrews, Recruitment Co-ordinator, Princethorpe College,  
Princethorpe, Rugby, CV23 9PX

The closing date for applications is Wednesday 27 June at 9.00am, with interviews likely to be held on Tuesday 3 July at Princethorpe College.

## Invitation to Interview

If you are invited to interview, this will be conducted in person and the areas which it will explore will include suitability to work with children.

All candidates invited to interview must bring with them:

### Proof of ID and Right to Work in the UK

*At least one document must be photographic proof of ID. Please bring:*

- Current UK passport showing you are a British Citizen **OR**
- Current Passport or National ID Card showing you are a national of the European Economic Area or Switzerland **OR**
- Full birth or adoption certificate issued in the UK, dated within 12 months of birth.

### And where possible

- An official document giving your permanent National Insurance Number.
- If applicable, your Marriage Certificate or official documentation showing a change of name. **See Qualifications below**
- If available, your Current UK or European driving licence paper or new style photo card – if an older photo card, the paper counterpart must also be produced.

### Educational/professional qualifications

- Qualification Certificates as listed on your application form.  
**If the certificate is in your maiden name then a marriage certificate must be produced.**  
*If the successful candidate cannot produce original documents or certified copies, written confirmation of her/his relevant qualifications must be obtained from the awarding body.*

### Proof of Current Address

Utility bill or financial statement showing your current name and address, dated within last three months