APPLICATION PACK

TRUST IT SUPPORT LEAD

THE BISHOP FRASER TRUST



THE BISHOP FRASER TRUST
A CHURCH OF ENGLAND MULTI-ACADEMY TRUST

WELCOME



Dear Applicant,

I'm delighted that you are thinking about joining us. The Bishop Fraser Trust is a Multi Academy Trust which was set up on the 1st December 2017. Our family of schools are as follows:

- St James's Church of England High School (11-16)
- Canon Slade School (11-18)
- Bolton St Catherine's Academy (3-16)
- Bury Church of England High School (11-16)
- St Catherine's Church of England Primary, Horwich (3-11)
- Walmsley Church of England Primary School (3-11)
- St Margaret's Church of England Primary, Prestwich (3-11)
- Turton and Edgworth Church of England Methodist Primary (3-11)

At The Bishop Fraser Trust, our vision is to ensure all our communities experience **'LIFE IN ALL ITS FULLNESS'** (JOHN, 10:10).

For our pupils, this means an unwavering commitment to ensuring our pupils attain the outcomes they need to lead a happy life, but also that they have been immersed in a wide range of experiences both within the taught curriculum and through enrichment opportunities. This is so they will leave us knowing how they might best lead a life in its fullness. This also means knowing how to navigate setbacks and harder times.

For our staff, we know they cannot achieve life in its fullness if they are not fulfilled at work. We know our staff have great moral purpose, so for our staff we need to ensure we are providing an environment where they feel great job satisfaction and know that we will invest in their own career pathways, in the same way they are doing so for our children.

For our parents and carers, we know that they cannot live life in their fullness if they feel that their own child is not able to thrive in their school community. To this end, we need to work with all our parents in a partnership to remove any barriers which are hindering their children flourishing. We know our children very well, but the real expert is the parent/carer and we recognise this.

For our communities, we want our mission to reach beyond the school gates and even beyond our family homes. At The Bishop Fraser Trust we believe that we should be adding value to our communities. All our children will engage with community social action while they are with us. This is because we want to ensure that they develop a sense of pride and agency in their community and a sense of civic duty. This will ultimately help develop, sustain and improve our communities.

What this means in practice:

If we are serious about this (and we are), this meant that when deciding on the next set of goals for our strategy, they needed to reflect that personal development of our children was as important to us as their educational outcomes. Therefore, perhaps unusually in such an

attainment driven system, we have collectively set goals for our schools around enrichment experiences and social action, as well as the value we add to ensuring that our young people will remain in either education, employment or training, long after they leave us. This, we know, will only happen if we have taught our children successfully on how to navigate setbacks through a

rich personal development and character education programme.

We are an outward facing Trust and constantly look to learn and collaborate with others. We also have an excellent provision via our Train Teach Lead Partnership (TTLP), which offers excellent CPD and school to school support. Our links with Manchester Diocese, GMLP and the Bolton Learning Partnership continues to be strong.

Our employees are very important to us as we rise or fall by the professionalism and dedication of our staff. As such, I place great importance on continuous professional development for all staff members and have always strived to create a culture where our educators know that if they go the extra mile for our children, we will do the same for them.

Educational attainment is important to me, I want to make sure we are opening all doors for our children. However, as important to me is children's personal development. I firmly believe that character education is a cornerstone in the development of well-rounded, responsible, and empathetic individuals who will go on to make meaningful contributions to our world. In this way we prepare our pupils to lead 'life in all its fullness'.

When recruiting, we always look for people who share these beliefs. If this strikes a chord with you, then we would love to hear from you.

Tuesday Humby
Chief Executive Officer



WHY WORK FOR THE BISHOP FRASER TRUST?

PERFORMANCE DEVELOPMENT – Touchbase opportunities as part of your working day.

At The Bishop Fraser Trust, we focus on growth and supporting your professional development. That's why we've replaced traditional appraisals with a more supportive approach:

No Formal Appraisals – Say goodbye to rigid performance reviews.
Performance Development – Ongoing support to help you succeed, not just a once-a-year check-in.
Touchbase Opportunities – Regular, informal check-ins during your workday to discuss progress, goals, and support needs.

We believe in continuous development and real-time feedback to help you thrive—without the stress of traditional appraisals!

AUTOMATIC PAY PROGRESSION FOR ALL

We believe in recognizing and rewarding your hard work. That's why we offer automatic pay progression for all employees, including Teachers. As you grow with us, your reward grows too—without the need for negotiations or uncertainty.

Clear and Fair Growth – Your pay increases automatically at set milestones.
No Unnecessary Hassle – No need to request raises; they're built into your journey.
Commitment to Your Success – We value long-term dedication and make sure it's reflected in your earnings.

Join us and build your future with confidence!

LEADERSHIP DEVELOPMENT OPPORTUNITIES

At The Bishop Fraser Trust, we invest in your future. Our Leadership Professional Development Programmes are designed to help you grow, lead, and succeed.

Tailored Leadership Training – Develop the skills to take your career to the next level, with our Into SLT, Aspiring Leaders Programme, Into Deputy and Into Headship programmes.
Real Growth Opportunities – Clear pathways to leadership roles within the company.
Ongoing Support & Mentorship – Learn from experienced leaders and gain valuable insights.

Whether you're aspiring to lead or looking to enhance your leadership skills, we provide the tools and support to help you reach your full potential!

EQUALITY, DIVERSITY, AND INCLUSION

Our strategy underscores the importance of weaving equality, diversity and inclusion throughout all our work. While we acknowledge that there is more to be done in this area, we are committed to the process of inclusion, and the continuing focus on removing barriers to participation and access, alongside the focus on recruitment and support of a diverse workforce.

Become a more diverse organisation at senior levels - We welcome applications from black and ethnic minority candidates who are currently underrepresented.
We always hire on merit – We welcome discussions around flexible working. We believe in the power of our people and their potential to make a positive impact on the lives of our pupils.

Join us in shaping a brighter future for education, where everyone is valued and empowered to succeed!

WELLBEING AND SUPPORT

We understand the importance of taking care of our employees' wellbeing. We know that the thing that has the biggest impact on people's wellbeing is their leadership, and with that in mind we are focussed on developing our leadership capability across the trust. In addition, we also offer a range of services that are designed to support your health and wellbeing:

Employee assistance programme - A counselling service and legal helplines, fitness and wellbeing support, to gym and retail discounts for you and your family. We strive to ensure your happiness and health in your role. Additionally, our academies have the freedom to offer workload support tailored to their local preferences, which may vary slightly from one location to another.
Refreshment and re-energisation – We offer generous holiday provisions, parental leave, and flexible working arrangements. Working for TBFT also includes membership of either the Local Government Pension Scheme (LGPS) or Teachers' Pension Scheme (TPS) depending on the role applied for. Our package of support continues to evolve as we refine how we recognise and reward our employees' contributions in various ways.

We recognise the importance of TBFT being a flexible workplace and are determined to be creative and to develop our approach further!





ABOUT OUR TRUST

The Bishop Fraser Trust was established in December 2017. We came together to support one another and enhance our schools' communities to enable all of our young people to experience **'LIFE IN ALL ITS FULLNESS'** through an excellent education based on our Christian values.

We proudly serve communities across South Lancashire and Greater Manchester. All our schools can be reached within 20 mins from our Central Office, which is based at Bolton St Catherine's Academy.

Our strategic growth plan aims to expand our primary sector as we anticipate adding a further three schools over the course of our next strategic cycle. We would also consider further growth in our secondary sector.

Our vision is: allow all young people to experience **'LIFE IN ALL ITS FULLNESS'** (John 10:10), no matter what their starting point. Our Trustees' work focuses on how we operate as a Christian Trust through our four values of:

WISDOM **COMMUNITY** **HOPE** **DIGNITY**

These values are the basis of all decision making and are woven through each of the schools' personal core values. We work collaboratively at all levels; Executive Team, Strategic Leadership Group, Senior Leader Teams, Departmental Hubs and with our large body of associate support staff. What is clear is that together we are stronger. Our teams now share best practice at all levels, benefitting our young people's education, both academically, spiritually and culturally and their own professional development.

Developing our workforce is so important to us. We have a legacy teaching school which we have retained, the Train Teach Lead Partnership (TTLP), a standalone centre based at St James's CE High School with a Director and Manager to oversee all aspects. The Director of Teaching and Learning works closely with TTLP. Through TTLP, we support the Trust with:

- Support the training and development of new teachers through our Initial Teacher Training Programme and will continue in partnership with local universities. The Trust successfully appoints ITT candidates, who have completed their training through the TTLP.
- NPQs & Apprenticeships.
- SLT, Trustee, Governor, Middle Leader & Support Staff Training.
- School to school support, both in the Trust and the local area, where we have 50+ SLEs registered.

We are approved by the Department of Education as an academy sponsor and are seeking to continue to grow our Trust further.

LIVING AND WORKING IN GREATER MANCHESTER/ SOUTH LANCASHIRE



Affordable cost of living: Compared to some of the larger cities, such as London, Greater Manchester offers a relatively affordable cost of living, with a wide range of housing options across its diverse towns and communities, supporting a strong quality of life.

Convenient transportation: Greater Manchester benefits from extensive transport links, including access to the M60, M61 and M62 motorway network, as well as regular rail services into Manchester city centre and across the wider UK. The region is also served by the Metrolink, one of the UK's largest tram networks, providing frequent and reliable connections across the city region.



Beautiful green spaces: Greater Manchester offers a wealth of high-quality parks, countryside and green spaces, including Heaton Park, Jumbles County Park, Rivington and Moses Gate County Park.

These areas provide opportunities to step away from urban life and enjoy walking, cycling, picnics and a range of outdoor activities. The surrounding moorland and nearby countryside are particularly notable, offering striking landscapes and easy access to nature across the region.

Cultural attractions: Greater Manchester has been a proud historical, reflected in its many museums, galleries, and heritage attractions. Highlights include Bolton Steam Museum, Bury Transport Museum, and the East Lancashire Railway, a well-known visitor attraction. The region offers a thriving cultural scene, from local venues such as Octagon Theatre to the extensive arts, music and performance programmes across Manchester, one of the UK's Leading cultural centres. Greater Manchester boasts a diverse range of restaurants, cafes, traditional pubs and leisure activities. The area hosts a dynamic Calander of events such as the Ironman Uk and the popular Bolton Food and Drink Festival, alongside numerous cultural community events across the region for a diverse community.





Academic institutions: Greater Manchester is home to a wide range of universities, colleges and further education institutions, supporting a strong pipeline of talent and skills development. The region includes institutions such as University of Bolton and Bury College. Alongside major universities including University of Manchester, Manchester Metropolitan University and University of Salford. These strong academic connections provide opportunities for collaboration, research, workforce development and access to emerging talent across a wide range of discipline

Job Title:	Trust IT Support Lead	**Department/ Group:**	IT Services / Support Staff
Level/Salary Range:	Grade F SCP 17- 23	**Reporting to:**	Trust IT Support Lead
Contract term:	Permanent	**Hours per week:**	37

Safer Recruitment Statement:

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

Vision Statement:

"To allow all children to experience 'life in all its fullness' no matter what their starting point" by:

- Offering a high quality, inclusive and distinctive education
- A caring and nurturing environment based on our Christian values
- Recognising the unique nature of each child.

All staff employed by the Bishop Fraser Trust are required to:

- Uphold and promote the Trust's vision.
- Uphold and promote the Christian ethos of all schools within the Trust.
- Support and contribute to the achievement of all students academically and pastorally.
- Support and contribute to the Trust's responsibility for safeguarding all students.
- Undertake professional training to enhance personal development and job performance.
- Comply with all Trust and individual school policies and procedures, including safeguarding, child protection, health, safety and security, confidentiality and data protection.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members, treating everyone with dignity and respect.
- Share best practice, expertise and skills with others.

Main Objectives of Role:

To lead the day-to-day delivery of IT support at Canon Slade School, ensuring that staff and students receive a reliable, responsive and professional service that supports teaching, lessons and school operations.

The postholder will combine hands-on technical expertise with responsibility for coordinating the school's IT provision and line managing an IT Engineer. They will take ownership of service delivery, promote consistent use of Trust-approved technologies and working practices, and ensure that colleagues receive a helpful, professional and equitable service.

As part of the wider Trust IT team, the postholder will contribute technical expertise to projects and improvements across the Trust, working collaboratively within established technical standards and strategic priorities.

Job Description:

IT Support and Operational Management

- Lead the day-to-day delivery of IT support at Canon Slade, ensuring a reliable, responsive and professional service for all colleagues
- Manage the school's IT helpdesk activity, prioritising requests appropriately and ensuring work is completed, documented or escalated within agreed service standards
- Provide first and second-line technical support, diagnosing and resolving hardware, software, user access, application and connectivity issues

- Install, configure, maintain and troubleshoot Windows devices, applications, printers, classroom technology and peripherals
- Support routine administration of Microsoft 365 services, including user accounts, groups, permissions and associated systems
- Investigate common network and wireless connectivity problems, identifying when specialist support is required
- Take responsibility for allocated work, following issues through to resolution or an agreed handover, including routine and less complex support activities
- Provide a consistently high standard of support to all users, communicating constructively and treating colleagues fairly and professionally
- Implement and promote the Trusts agreed technical standards, systems and support procedures, raising proposed alternatives through appropriate management channels
- Identify recurring technical problems and implement agreed improvements, selecting solutions that are proportionate, sustainable and appropriate to the Trust's environment
- Maintain accurate IT asset records, inventories and technical documentation

Technical Systems and Trust-wide Development

- Support the deployment, configuration and maintenance of devices, applications and systems using agreed Trust management tools and processes
- Contribute technical expertise in areas such as Microsoft cloud services, endpoint management, automation, networking, infrastructure or cybersecurity
- Identify opportunities to simplify processes and improve efficiency through appropriate automation and technical improvements
- Work with the IT infrastructure Manager on agreed technical projects, upgrades and developments
- Apply sound technical judgement when considering solutions, balancing functionality, reliability, security, cost, complexity and ongoing support requirements
- Implement agreed security controls, software updates, configurations and access arrangements, raising concerns through established procedures
- Handle information and systems access responsibly, maintaining confidentiality and respecting the privacy of colleagues and other users
- Maintain technical documentation and share knowledge, solutions and effective working practices with the wider Trust IT team

Team Leadership and Development

- Line manage the school's Grade E IT Engineer, providing day-to-day direction, support and feedback
- Undertake performance reviews, support attendance management and identify development needs in accordance with Trust procedures
- Set clear expectations for service quality, professional conduct, accountability and the consistent application of Trust technical standards
- Coordinate work fairly and effectively, ensuring tasks are appropriately allocated, monitored and completed
- Lead by example in demonstrating ownership, sound judgement, effective communication and a collaborative approach to resolving problems
- Support colleagues in developing their technical knowledge and confidence, recognising when specialist guidance or management support is needed
- Where required, coordinate the Trust's IT apprenticeship arrangements, liaising with the training provider and colleagues responsible for workplace mentoring

Working Arrangements and Accountability

The postholder will be principally based at Canon Slade School, with delegated responsibility for coordinating day-to-day IT support and line managing the school's IT team.

The IT Platform Manager retains overall responsibility for operational IT service management and escalation across the Trust. The postholder will work within agreed Trust technical standards and operational priorities, exercising professional judgement and raising alternative proposals constructively through the appropriate channels.

The post holder will work closely with the IT Infrastructure Manager on agreed technical projects. Trust-wide activities will be coordinated through the IT Platform Manager to maintain effective support at Canon Slade School.

The postholder is expected to be accessible and responsive through agreed Trust communication systems during their working arrangements and to handle all information will appropriate.

All staff at the Bishop Fraser Trust will:

- Seek to be positive and build up the common good through their own individual contribution to the life of their school.
- Offer ideas and suggestions for making things better.
- Engage actively in the appraisal and performance review process.
- Seek to develop a better work/life balance.
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description.
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

If appointed, the successful applicant must be aware that the principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required.

This job description is current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

Last Updated:	October 2026

Person Specification – Trust IT Support Lead

Categories	**E**ssential / **D**esirable
Professional values and practices of The Bishop Fraser Trust	
Ability to build and maintain successful relationships with students, treat them consistently with respect and consideration and demonstrate concern for their development as learners.	E
Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work.	E
Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.	E
Able to liaise sensitively and effectively with parents and carers, recognising their role in student learning.	E
Able to improve their own practice through evaluations and discussions with colleagues.	E
Flexible, with an ability to be able to embrace and generate change.	E
Able to work early mornings and late evenings	E
Personal Qualities	
Self-motivated and personally resilient.	E
High levels of personal integrity, discretion, honesty, reliability and self-awareness.	E
Conscientious and diligent work ethic.	E
High standard of personal presentation with an excellent attendance and time-keeping record.	E
Exacting standards, with high levels of attention to detail and accuracy.	E
Patience, kindness and understanding.	E
Visionary and strategic thinker, able to balance operational detail with long-term planning.	E
Strong communicator and collaborator with a coaching leadership style.	E
Highly organised, resilient, and focused on delivering high standards.	E
Committed to safeguarding, inclusivity, and the Trust's educational mission.	E
Professional Dispositions	
Pro-active in using initiative.	E
The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focusing on meeting customer needs and satisfaction.	E
Maintains a positive outlook at work.	E
Willingness to take a hands-on approach as necessary.	E
Flexibility, on occasions and within reason, in approach to working hours.	E
The successful candidate will be approachable, reliable and professional, with a genuine commitment to providing a consistently high standard of IT support	E
The successful candidate will demonstrate initiative, sound judgement and a practical approach to problem solving, alongside the ability to work collaboratively, take responsibility for completing tasks and support the professional development of colleagues	E

Categories	**E**ssential / **D**esirable
The successful candidate will demonstrate the importance of balancing technical expertise with organisational priorities, agreed standards and the needs of the people who rely on technology every day.	E
Leadership and Professional Skills	
Ability to organise and prioritise work, taking responsibility for completing agreed tasks and ensuring appropriate follow through	E
Commitment to consistently high standards of support for all colleagues, regardless of role, seniority or personal relationships	E
Ability and willingness to implement and promote agreed Trust technologies, standards and working practices, while raising alternative proposals constructively	E
Ability to apply sound technical judgement, balancing user needs, security, cost, complexity and long-term maintainability	E
Strong communication skills and a positive, practical approach to resolving problems	E
Ability to work collaboratively, sharing knowledge and recognising the responsibilities and expertise of others	E
Ability to guide and support colleagues, providing constructive feedback and discretion	E
Good professional judgement, discretion and respect for confidentiality and the privacy of others	E
Ability to communicate and remain accessible through agreed professional channels	E
Potential and willingness to develop formal leadership and management skills	E
Qualifications	
Relevant IT qualification or equivalent practical experience	E
An awareness and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding	E
Qualified Microsoft MCP windows Server 2016 or higher (or relevant experience and willingness to train for such qualification)	E
Networking certification (e.g., CompTIA Network+, CISCO CCNA) or equivalent experience with a demonstrated willingness to pursue relevant certifications.	D
Relevant Microsoft and networking certifications (e.g., MCP, Network+) or D equivalent industry-recognized qualifications.	D
Experience	
Experience providing technical IT support, including diagnosing and resolving hardware, software and system issues	E
Experience supporting Windows devices and Microsoft 365 services	E
Experience using an IT helpdesk system to manage and resolve support requests	E
Experience of successfully resolving complex technical problems or improving an IT service or process	E
Experience of working collaboratively, sharing technical knowledge and supporting colleagues	E
Previous supervisory or line management experience	D

Categories	**E**ssential / **D**esirable
Experience working in a school, education trust or similar organisation	D
Relevant Microsoft, CompTIA, Cisco or other technical certificates	D
Skills and Knowledge	
Good working knowledge of Windows 11, including installation, configuration and trouble shooting	E
Working knowledge of Microsoft 365, including routine user, group and permissions administration	E
Ability to install, configure and troubleshoot computers, applications, classroom technology and peripherals	E
Ability to investigate common connectivity problems and recognise when specialist support is required	E
Understanding of endpoint security, access management, software updates and secure working practices	E
Ability to diagnose technical problems systematically and identify practical, proportionate and sustainable solutions	E
Demonstrate technical strength in at least one relevant area, such as cloud service, endpoint management, automation, networking, infrastructure or cybersecurity	E
Experience of Microsoft Intune, Entra ID or Autopilot	E
Experience of PowerShell, scripting, Microsoft Graph or process automation	E
Experience of enterprise networking, switching or wireless infrastructure	E
Experience of server infrastructure, visualisation or infrastructure resilience	E
Safeguarding of Children and Young People	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E