

Dear Applicant

Thank you for requesting details of the ICT Operations Manager role that we currently have available. I hope that the enclosed information will encourage you to apply for this important position in our successful and happy school. You will also find that our School offers a very pleasant and supportive atmosphere in which to work.

I regard every member of staff as an extremely important member of our community. It is essential that anyone joining Newcastle High School for Girls has the ability and drive to help us improve further by participating wholeheartedly in all aspects of school life and promoting our ethos.

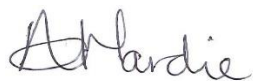
We are all committed to helping every individual in the School, both staff and pupils, achieve their full potential. We have a thorough Induction Programme for all staff and the Staff Room is lively and welcoming.

Extensive building and refurbishment programmes in recent years mean that both our Senior and Junior School sites have some of the most impressive school facilities in the region and, indeed, the UK.

I do hope that you will apply for this position. Newcastle High School for Girls is a wonderful School in which to work and this is an exciting opportunity.

I look forward to hearing from you.

Yours sincerely



Mrs A Hardie
Acting Head

About the School



Newcastle High School for Girls is the North East's leading independent girls' day school. Founded in 2014, following the merger of two very long-standing predecessor schools, NHSG is a state-of-the-art, modern school with a tradition and history stemming back almost 150 years.

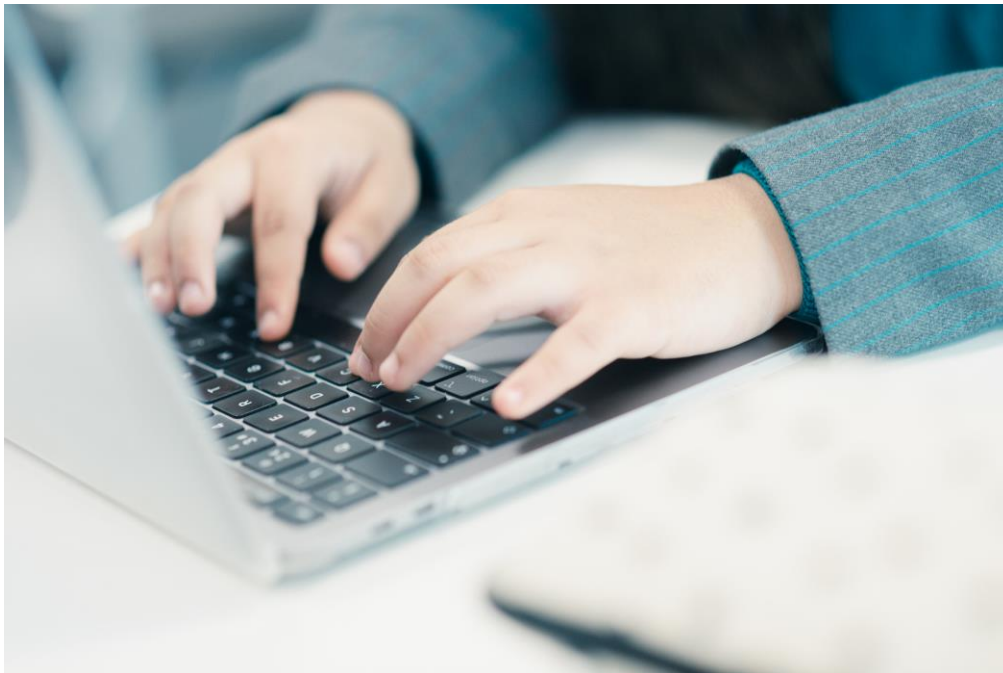
We are an all-through school (ages 3-18) with around 250 girls in the Junior School and 450 in the Senior School, including 150 in the Sixth Form, who, together with around 150 staff, make up a friendly and welcoming community.

The Junior and Senior Schools occupy their own separate campuses around a mile apart and this role is based at our Senior School site. Our two campuses are situated within the suburban, leafy areas of Jesmond and Sandyford, both with excellent transport links to the Tyne & Wear Metro and bus services from across the region.

Our School is a very popular choice at all ages, with girls joining us from most parts of the Tyne & Wear metropolitan area, as well as areas further afield in Durham, Northumberland, the Tyne Valley, the Borders and Teesside.

Girls who attend NHSG are bright, enthusiastic, eager to learn and have high aspirations. Our public examination results are consistently outstanding, and girls go on to study a wide range of subjects at prestigious universities in the UK and abroad. NHSG is highly regarded for the way it achieves its outstanding outcomes within a particularly warm and supportive environment, with pastoral care and achieving the best for every girl at the heart of everything we do.

Overview – The ICT Department and ICT Operations Manager role



The ICT Operations Manager oversees the effective, reliable and secure operation of all of the information and communications infrastructure, hardware and software across all of the facilities on our three school campuses in Jesmond, Newcastle Upon Tyne.

The postholder will be an important member of the School's Operations Management Team as well as the Digital Strategy Group and will lead a local team, comprising a full-time Senior ICT Support Technician and a full-time ICT Support Technician with guidance, support and assistance from the GDST's central ITS and Innovation and Learning Teams based at our Head Office in London. The ICT Operations Manager also works closely with the digital teaching leads in both our primary and secondary settings and with other school leaders to deliver a first class learning experience for our pupils.

We operate a Windows 365 environment with Microsoft Teams and OneNote as our primary tools for communications and collaboration within our school community. The majority of our hardware estate is Microsoft-based but we do also have a number of Apple devices, including 1-1 iPads in our primary setting, with device management provided by DataJar.

We operate BYOD for pupils at our secondary setting. Our entire staff device and desktop estate is Lenovo and interactive classroom display panels are Promethean. We use Cisco hardware for our wireless network and our print fleet is primarily Xerox. Internal telephony is via RingCentral softphone VOIP system with some legacy Cisco desktop hardware and we have a mixed fleet of mobile devices.



Our core systems are SIMS, CPOMS, SOCS, Evolve, Inventory and Paxton Net2. In the classroom, we use a multitude of digital teaching applications including Showbie, Tapestry and Kerboodle, amongst many others. Much of our internal data reporting is provided by PowerBI.

In addition to reliable and efficient day-to-day maintenance of our network and services, compliance forms a key part of the role, with the postholder having overall responsibility for adherence to policy and procedure and cyber-security compliance as monitored and reported on via the school's ICT compliance dashboard.

Supporting all of the activities of the school, including audio visual support for events, provides a highly variable, fast-paced and demanding experience that requires high levels of commitment, flexibility and stamina to succeed. The broad wealth of experience is both valuable and highly rewarding with a great deal of satisfaction to be gained through participation in teams delivering high-calibre output throughout the school.

This is a great opportunity for an already experienced ICT Technician, seeking to broaden their experience and to support the school to deliver its mission.



About the Girls' Day School Trust



The GDST is a family of 23 independent schools and 2 all girls' academies across England and Wales. As specialists in girls' education, we tailor our teaching to the way girls learn best and instil in them the conviction that there is no limit to what they can achieve.

At GDST, we focus not only on what is learned but how it is learned. Ensuring our girls are confident and fearless, determined to show what they can do. Nothing holds our girls back – they're encouraged to embrace every role and subject. As a result, they trust their own abilities and are alive to every opportunity.

We concentrate on creating an environment where all can thrive and learn from one another. Physical and emotional well-being is paramount, which is why every GDST school provides an incredible array of extra-curricular activities and wellbeing programmes.

Within this family, networking opportunities enable staff to share best practice and develop initiatives that benefit all our schools and pupils. In addition to supporting the work of individual schools in providing excellent induction and development opportunities for staff, the GDST provides access to an extensive training programme. This includes development opportunities and grants for individual courses of study.