



ICT Support Engineer (Networks)

Recruitment Information for Candidates



Welcome from the Head

Abbot's Hill is an all through, inclusive independent day school with the Nursery, Prep and Senior Schools on the same site. We welcome boys and girls in our Nursery and girls from 3-16 years.

Set in 76 acres of rolling Hertfordshire parkland with far reaching views across the Gade Valley, the school benefits from an open, expansive environment in which our pupils learn, explore and play. Pupils flourish here: the surroundings afford a safe-haven for discovery and experimentation while the energy and opportunity of London is only a stone's throw away.

Founded over 100 years ago to educate young women of character, the school places great value on the development of the individual. Those girls lucky enough to come here will leave as confident, ambitious and creative individuals.

The ISI Inspection in January 2020 acknowledged Abbot's Hill as 'excellent' in both the academic and personal development of the pupils – the highest judgement possible.

An Abbot's Hill education begins in the Nursery. The Nursery benefits from excellent modern facilities and specialist teaching including languages, PE, Woodland School and Music. Children enjoy the freedom to explore and discover their environment. The Nursery has consistently been graded as 'Outstanding'.

The Prep School offers a warm and friendly environment where curiosity and imagination are the order of the day. Taught by expert class teachers for core subjects, the pupils also have access to subject specialists and specialist facilities across the campus. Opportunities abound through the Prep whilst pupils in Year 5 and 6 have significant leadership opportunities; they are impressive role models.

Throughout the school, the curriculum and co-curriculum are both inclusive and ambitious: all pupils make excellent progress and do so happily – something of which we are very proud. Pupils in the Senior School at Abbot's Hill achieve exceptional results: the value added at GCSE is superb. However, excellence is measured by so much more than just examination results: social responsibility, empathy and resilience matter absolutely and you will see those qualities woven throughout the school.

Pupils here learn alongside expert practitioners, collaborate, innovate and are active members of the school and our wider community. Unstuffy and authentic, our pupils are happy and engaged and happy pupils learn best.

Kathryn Gorman (BA, MEd Cantab).









About Abbot's Hill

Abbot's Hill School has a fascinating history. It was founded on the present site in 1912 by the sisters Alice, Katrine and Mary Baird, who were passionate advocates of the education of young women. The school's founding motto was Vie et Virtute and this spirit of strength, courage and determination lives on.

The central building dates back to 1836 when it was built as the family home of the Dickinson family who founded one of the world's largest stationery firms. Nearby is the site of Frogmore Mill, the world's oldest, mechanised paper mill, which still operates as a cultural and education centre. The school is therefore very much connected to its local surroundings and history.

Over the years, the school has developed and grown in a variety of ways. In 1969 St Nicholas House School moved to the Abbot's Hill site to form the Junior department and boarding ceased in 2003. However, the school retains its boarding feel, with a strong sense of community and a family atmosphere where positive relationships between teachers and pupils allow the staff to get to know and understand the individual needs of every child.

The emphasis given to co-curricular pursuits, the intrinsic importance of pastoral care and the school's proudly inclusive and ambitious ethos signal the emphasis that we place on developing the whole child. Proud of their school heritage but with the eyes firmly set on the future, Abbot's Hill pupils make their way in the world having acquired the leadership skills and wider social awareness necessary to face the future with kindness and confidence.

"Pupils enjoy learning, think independently and have energy and passion in their drive for success" *

Abbot's Hill is a through school contained on a single site. All pupils sit the ISEB pre-test for entry to the Senior School at 11+. The vast majority of our Prep pupils move through to Year 7 and the Head of Prep will play an integral part in our transition and retention programme. While aware of the market at 11+, (s)he will understand and articulate the benefits of the Senior School to parents and pupils.

Abbot's Hill is a relatively small school. We currently have 190 on roll in the Prep School (YR-Y6) with capacity for further growth, especially at Pre-Prep. Pre-Prep is single-form entry, moving to a two-form structure at Years 3-5. We have recently expanded to three classes at Year 6 due to rising demand.

Our co-ed Day Nursery provides for children from 6 months to 3 years. Our retention at 4+ is strong and growing and will be aided by the introduction from September 2021 of a Pre-School class. Operating on a mornings-only basis, the Pre-School caters for the oldest cohort of our Nursery children plus families who wish for this more flexible 'pre-reception' provision for their daughter.

Recent campus developments include the modern Nursery buildings and superb indoor and outdoor classroom facilities for the upper Prep pupils. The site presents further opportunities and the Head of Prep would work with the Head, Bursar and Governing body to realise this potential.

"Pupils can be themselves and are respected for their individuality and what they bring to the school community" *

Main Responsibilities/duties

The ICT Support Engineer (Networks) helps maintain the network infrastructure and assists in the day-to-day running of the school.

- Monitor and maintain the network infrastructure and services including:
- Smoothwall Firewall
- Internet Monitoring & Filtering
- Real VNC VPNs
- HP Core and Edge Switches
- VLANS
- HP IMC Software
- HP Aruba Wireless
- Alcatel IP Telephones
- Sophos MDM
- Planet eStream Digital Signage
- Assist the Director of Technology with 3rd line support and project work.
- Provide efficient 1st Line technical support for all users by telephone, e-mail and face to face, offering a rapid response to ensure users are able to function efficiently, safely and effectively.
- Provide 2nd Line technical support analysing and resolving issues with a wide range of software, hardware and services. Escalating any 3rd line issues as required internally or externally.
- Maintain and support user hardware (Monitors, PCs, laptops, printers, tablets, AV equipment, peripherals and cabling).
- Install & configure software (Operating systems, academic software and drivers etc).
- Undertake minor repairs to equipment, and arrange for major repairs as appropriate.
- Manage domain entities within Active Directory and Azure (Create and make changes to users and computers, manage security groups and distribution lists as required).
- Provide ad hoc training to users including preparing concise training documentation to share with users.
- Follow security procedures, with reference to protecting hardware, data and confidential information, in line with school policies.
- Set a good example in relation to the Health & Safety adhering to all relevant Health & Safety laws and guidelines. Maintain a safe, clean and tidy working environment.
- Attend meetings as required.

General Requirements

- To carry out all duties in accordance with Abbot's Hill's Health and Safety Policy and Procedures and in accordance with Health and Safety Legislation as appropriate.
- To comply with Abbot's Hill's operating policies and procedures as issued from time to time.
- To contribute to self-development with support from Abbot's Hill.
- To carry out any other duties that might reasonably be required from time to time according to the needs of the school and may require working extended or unsocial hours.
- To attend School Open Mornings/Afternoons and INSET/training days

Hours of work

Monday to Friday – Shift Work – alternating weekly

Early shift 7.00am until 4.00pm Late shift 9.00am until 6.00pm

• 52 weeks per annum

Knowledge and Experience

- Minimum of 2 years' experience in a similar role.
- Previous experience in an educational environment is desirable but not essential.
- Ability to work unsupervised with good time management skills is essential.
- A natural aptitude for understanding technical information and a genuine interest in technology.
- Excellent communication skills.
- A positive, 'can do' attitude.
- Excellent communication and interpersonal skills.
- Ability to prioritise and meet deadlines.
- Pro-active and highly organised.
- Self-motivated, with a commitment to continuous improvement.

Skills & Qualifications required:

- Networking qualification (such as CCNA/P (Cisco))
- Determination to complete a task or action and get the job done on time and to the appropriate standard.
- Communicates clearly both orally and in writing.
- Gathers, analyses and evaluates information to achieve the best outcome.
- Develops good working relationships with colleagues.
- Is a good team member, willing to participate, share and raise awareness on issues and promotes equal opportunity
- Manages own time and information in an effective manner and makes best use of resources available.
- Is adaptable, flexible and resourceful and able to respond to, and manage change.
- Represents the school in a professional manner.

Holidays

25 days holiday plus bank holidays per annum to be taken outside of key dates at the beginning and end of term

Benefits

Free car parking, breakfast and lunches provided, private health cash plan after qualifying period, pension scheme, employee benefits platform including free counselling and tuition fee remission scheme for qualifying children.

Safeguarding

The school is legally obligated to process a Disclosure & Barring Service (DBS) check before making appointments to relevant posts. The DBS check will reveal both spent and unspent convictions, cautions and bind-overs, as well as pending prosecutions, which aren't "protected" under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

We will use the DBS check to ensure we comply with the Childcare Disqualification Regulations.

Any data processed as part of the DBS check will be processed in accordance with data protection regulations and the School's privacy statement.

If you have lived or worked overseas for more than three months in the last ten years, the School will require additional information in order to comply with 'safer recruitment' requirements.

For information, the School's Privacy Notice can be found at: https://www.abbotshill.herts.sch.uk/about/policies/

The Benefits

Abbot's Hill is a caring employer and is fully committed to the development of its staff. The school prides itself on the welcoming and inclusive staff community. The gross annual salary will be competitive and will be commensurate with the experience of the successful candidate.

Benefits:

- Comprehensive professional development opportunities
- An employee discount platform and EAP
- A private health cash plan scheme, after a qualifying period
- Pension
- Tuition fee remission*
- Breakfast, lunch and beverages provided during term time
- Free staff social events
- Free parking

Application and Recruitment Process

Abbot's Hill is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Abbot's Hill recruits staff that understand and share our commitment to safeguarding and the provision of a happy, nurturing and supportive environment for all members of our community. We act to ensure that no job applicant is treated unfairly by reason of a protected characteristic as defined within the Equalities Act 2010.

All questions regarding the Abbot's Hill School Application Form and recruitment process must be directed to the school's Human Resources Department at recruitment@abbotshill.herts.sch.uk.

Application Form

Applications will only be accepted from candidates completing the Abbot's Hill School Application Form in full. CVs will not be accepted in substitution for completed Application Forms.

Application Forms can be completed electronically or in hard copy. Completed application forms should be returned to the HR Department by email: recruitment@abbotshill.herts.sch.uk.

Closing date for applications: 9am on Wednesday 3rd January 2024

Interviews will be held week commencing 15th January 2024 however we reserve the right

to interview and appoint at any stage in the process. Early application is therefore advised.

As jobs within the school involve substantial opportunity for access to children, it is important that you provide true and accurate information on the Application Form. Upfront disclosure of a criminal record may not debar you from appointment as we will consider the nature of the offence, how long ago and at what age it was committed, as well as any other relevant factors.

Please submit information in confidence enclosing details in a separate sealed envelope which will be seen and then destroyed by the Head or the Bursar. If you would like to discuss this beforehand, please telephone in confidence to the Head or the Bursar for advice. Please disclose any unspent convictions, cautions, reprimands or warnings.

Note that the amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account.

Guidance and criteria on the filtering of these cautions and convictions can be found at the Disclosure and Barring Service website.

The successful applicant will be required to complete a Disclosure Form from the Disclosure and Barring Service (DBS) for the post. Additionally, successful applicants should be aware that they are required to notify the school immediately if there are any reasons why they should not be working with children. This includes any staff who are disqualified from childcare or registration.

The Childcare (Disqualification) Regulations 2009 apply to those providing early years childcare or later years childcare, including before school and after school clubs, to children who have not attained the age of 8 and to those who are directly concerned in the management of that childcare.

Abbot's Hill School takes its responsibility to safeguard children very seriously and any staff member and/or successful candidate who is aware of anything that may affect their suitability to work with children must notify the school immediately. This will include notification of any convictions, cautions, court orders, reprimands or warnings they may receive. They must also notify the school immediately if they are living in a household where anyone lives or works who has been disqualified from working with children or from registration for the provision of childcare.

Staff and/or successful candidates who are disqualified from childcare or registration may apply to Ofsted for a waiver of disqualification.

Such individuals may not be employed in the areas from which they are disqualified, or involved in the management of those settings, unless and until such waiver is confirmed. Please speak to the Head or the Bursar for more details.

Failure to declare any convictions (that are not subject to DBS filtering) may disqualify you for appointment or result in summary dismissal if the discrepancy comes to light subsequently.

Abbot's Hill has a legal duty under section 26 of the Counter-Terrorism and Security Act 2015 to have 'due regard to the need to prevent people from being drawn into terrorism'. This is known as the Prevent duty. Schools are required to assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. Accordingly, as part of the recruitment process, when an offer is made the offer will be subject to a Prevent duty risk assessment.

If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure.

If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues.

Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children. Where you have no previous employment history, we may request character references which may include references from your school or university.

You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if you have been appointed, and a possible referral to the police and/or DBS.

Invitation to Interview Interviews will take place shortly after the closing date.

Applicants will be short-listed according to the relevance and applicability of their professional attributes and personal qualities to the role.

Short-listed applicants will then be invited to attend a formal interview at which their relevant skills and experience will be discussed in more detail. All formal interviews will have a panel of at least two people chaired by a member of Senior Staff. The interviewers involved will be required to state any prior personal relationship or knowledge of any of the candidates and a judgement will be made by the Head or Bursar as to whether or not an interviewer should therefore withdraw from the panel.

Should the Head or Bursar have a conflict of interest, the non-conflicted party shall decide whether the conflicted party should withdraw from the panel.

All candidates invited to interview must bring documents confirming any educational and professional qualifications that are necessary or relevant for the post (e.g. the original or certified copy of certificates, diplomas etc.)

Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained by you from the awarding body.

All candidates invited to interview must also bring with them:

- A passport, current driving licence including a photograph or a full birth certificate;
- A utility bill or financial statement issued within the last three months showing the candidate's current name and address;
- Where appropriate any documentation evidencing a change of name;
- Overseas candidates must provide evidence of their right to work and reside in the UK in line with current government guidelines

Please note that originals of the above are necessary. Photocopies or certified copies are not sufficient. Candidates with a disability who are invited to interview should inform the school of any necessary reasonable adjustments or arrangements to assist them in attending the interview.

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- 1. Receipt of at least two satisfactory references
- 2. Verification of identity and qualifications including, where appropriate, evidence of the right to work in the UK;
- 3. A satisfactory enhanced DBS check and if appropriate, a check of the Barred List maintained by the DBS;
- 4. For a candidate to be employed as a teacher, a check that the candidate is not subject to a prohibition order issued by the Secretary of State;

- 5. Teaching candidates who have lived or worked outside the UK will be required to provide proof of thier past conduct as a teacher;
- 6. Verification of professional qualifications;
- 7. Verification of successful completion of a statutory induction period (for teaching posts applies to those who obtained QTS after 7 May 1999) where relevant;
- 8. Where the successful candidate has worked or been resident overseas within the last ten years, such checks and confirmations as the school may consider appropriate so that any relevant events that occurred outside the UK can be considered;
- 9. Satisfactory medical fitness;
- 10. Receipt of a signed Staff Suitability Declaration form showing that you are not disqualified from providing childcare under the Childcare (Disqualification) Regulations 2009;
- 11. If you are undertaking a leadership role, evidence that you have not been prohibited from participating in the management of independent schools.

It is the school's practice that a successful candidate must complete a pre-employment health questionnaire. The information contained in the questionnaire will then be held by the school in strictest confidence. This information will be reviewed against the Job Description and the Person Specification for the particular role, together with details of any other physical or mental requirements of the role i.e. proposed workload, extra-curricular activities, layout of the school.

Abbot's Hill School is aware of its duties under the Equality Act 2010.

No job offer will be withdrawn without first consulting with the applicant, considering medical evidence and considering reasonable adjustments.

References

We will seek the references referred to above for shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications, before interview.

If you do not wish us to take up references in advance of the interview, please notify us at the time of submitting your application.

All referees will be asked if the candidate is suitable to work with children.

The school will compare any information provided by the referee with that provided by the candidate on the application form. Any inconsistencies will be discussed with the candidate.

The school will refer to the Department for Education document, 'Keeping Children Safe in Education' and any amended version in carrying out the necessary required DBS checks. The school complies with the provisions of the DBS Code of Practice, a copy of which may be obtained on request.

Criminal Records Policy

The school will comply with its obligations regarding the retention and security of records in accordance with the DBS Code of Practice and its obligations under its Data Protection Policy.





