Application information for the appointment of

Web development and IT Support Manager

with the School Development Support Agency

Application deadline: Friday 17th May 2019 5.00pm
Interview date: Thursday 23rd May 2019

Welcome

Thank you for taking an interest in this position of Web development and IT Support Manager. 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 web development and IT services career within a school support and children's service 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

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 Web development and IT Support Manager position

Although the role is that of a Web development and IT Support Manager, internally the title will be Project Manager. This particular role will encompass web development and IT support services with a split of 0.8 web development and 0.2 IT support.

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 Web development and IT Support 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 web development and IT 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.

A broad salary range for Project Managers offers progression up to £40,000 per year to encourage development. Different Project Managers understandably undertake a range of duties and responsibilities commensurate with their experience and ability, and this is reflected in pay levels. The evaluation of these duties and salary is captured within an annual review process and there is no reason why any Project Manager (including the applicant for this role) can't rise to the top of the pay range.

Job description

The main purpose of the role is to deliver a range of web development and IT activities to support wider project management and delivery functions. 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://sectorledimprovement.co.uk/
- http://www.teachleics.co.uk/
- http://www.vesa.org.uk/
- https://www.tscouncil.org.uk/
- http://www.pdnet.org.uk/

Currently we are working on a number of new and exciting pieces of work that will require a web presence and more complicated functionality. We use a number of front end and server side technologies, predominantly HTML, Javascript (including Jquery and Bootstrap), CSS, PHP and MySQL. We operate an AGILE framework in a small team with a strong focus on customer service and quality.

Additionally, the wider team require general first line support and troubleshooting with office IT software and Hardware. This can involve preparation and management of devices, projectors, desktops, peripherals, asset management, event support and email management.

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 Web development and IT Support 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
- Procurement of hardware and software
- Audio/visual technician and inventory management
- Ensuring compliance with Cyber Essentials Standards

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 additional to managing of IT systems

Assistant Director – will continue to provide the strategic oversight of IT systems

We are always open to new ideas and would be looking for someone to bring skills and expertise to enhance our projects with innovative web based 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: As soon as possible after interview. We are prepared to be flexible and wait for the right person. This is a full-time position with an employment contract with the SDSA.

Who we are looking for

We have quite an open mind about who our Web development and IT Support Manager might be. 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.

We are advertising this position as a permanent contract of employment, but with an initial probationary period to give both parties a natural break point if required.

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.

We expect to negotiate a starting salary in the range of £22,000 - £25,000, dependent upon the experience and capabilities of the successful candidate. We use Leicester City Council's payroll services and we also provide free car parking close to the office.

This is a full time position and is available immediately. 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 post

We are looking for candidates that have the following skills
within web development:

- Have knowledge of modern HTML/CSS and PHP
- Familiarity with Javascript (including JQuery and Bootstrap)
- Experience in editing, updating and customising off-the-shelf solutions using Wordpress and similar CMS
- Experience in testing websites to identify and solve any technical or security problems
- Knowledge of WordPress maintenance and plugins
- A strong methodical application of rules and logic
- A willingness to learn

For the IT support part of the role we are more interested in finding a person with the right mind-set 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
- Audio/visual technician skills and experience

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 Friday 17th May 2019

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 Thursday 23rd May 2019