

Schools ICT Support Manager

(Line manages SMISS Team, MLE Consultants & LGFL)

Main Purpose

To assist schools in developing an effective integrated ICT infrastructure which will deliver the aims of the Every Child Matters agenda. In particular to provide an integrated support and advice service for the use of management information, managed learning environments and supporting services.

To promote the effective use of ICT in schools to, reduce the administrative burden, share good practice, engage learners and raise standards

To manage the relationship between the authority and a number of key external suppliers. Advising the LA and schools of new developments and ensuring that suppliers are aware of Merton's needs.

To manage the multidisciplinary School ICT Support Team ensuring that staff resources are used effectively and that individuals feel valued, supported and empowered to deliver high quality services

To manage the team budget, including grant funding, ensuring that services represent value for money, are sustainable in the longer term, and effectively monitored in accordance with corporate requirements

Main Duties and Responsibilities

1. To lead on the phased implementation of the London MLE in Merton schools including training, support, and a model for long term sustainability
2. To manage the Service Level Agreement with the London Grid for Learning, monitoring existing services and advising the authority and schools on new services as they are developed
3. To ensure that Merton is represented at LGfL meetings and that the views of the Authority, including issues of funding, are considered as new or revised services are developed
4. To advise the Service Manager – ICT, Business Support, and Project Management of relevant ICT developments and contribute to the Schools ICT Strategy as appropriate

5. To facilitate the Schools ICT Strategy Group, arranging meetings, membership, and advising the Chair of the group on agenda items and disbursement of funds
6. To manage the Authority's list of approved suppliers of ICT support to schools in accordance with standing orders and financial regulations
7. To work closely with colleagues from the Schools Standards & Quality Section to ensure that developments are complimentary and colleagues are kept informed of new initiatives
8. To develop the authority's response to new ICT initiatives from DCSF/Becta and provide advice and guidance to schools as necessary
9. To take the lead on behalf of the authority in promoting the effective implementation of management information systems in schools
10. To manage the day-to-day work of the SIMS School Support Team ensuring that schools receive high quality support and advice
11. To advise on the future direction of MIS for schools and the Authority including implications for the Schools ICT Strategy
12. To be the Authority's nominated contact with Capita plc for all issues concerning the SIMS system
13. To manage the SLA with Capita ensuring that developments reflect the needs of the LA.
14. To ensure that school systems are updated on a timely basis and operating on the latest version of software
15. To lead in the analysis of complex issues, ensure a speedy and timely resolution wherever possible
16. To work closely with colleagues from schools and across the LA to ensure that our advice to schools is consistent and meets the needs of all users.
17. To provide advice and guidance to schools on the safe use and transfer of data in accordance with data protection and best practice guidelines
18. To take the lead with regard to data quality in schools ensuring that schools are aware of the need for accurate data and have the appropriate tools to help them maintain up-to-date information
19. To take lead responsibility for developing systems to assist schools in reporting to parents based on the use of MIS and MLE systems existing in schools

20. As a cost centre manager, to prepare budget estimates and effectively manage the relevant budgets in an effective and controlled manner, in accordance with LA requirements
21. To manage, develop and support the staff working within the section, ensuring they have the necessary skills and motivation to deliver the Team Plan.

Person Profile

A good understanding of the Every Child Matters agenda

A high level of ICT literacy

A thorough understanding and appreciation of the role of Becta and the Harnessing Technology strategy

Recent experience of working in either a school or local authority environment

Excellent interpersonal skills and the ability to influence others

The ability to lead a team as well as work as part of a larger team

The ability to work independently with low levels of supervision

Experience of managing the work and development of other staff

Excellent planning and organisation skills

The ability to deal with competing priorities in a busy working environment

The ability to communicate effectively with a wide range of audiences including those with varying understanding of ICT

The ability to communicate effectively through a wide range of media including email, briefing papers, written guidance and in person to a large audience