

# **IT Apprentice**

## **UTC Warrington**

# Introduction

## Welcome from Jane Fletcher, CEO and Rupert Nichols, Chair of the Aldridge Education Board of Trustees

Aldridge Education is a norms-led organisation committed to providing an equitable and high-quality education for all. Sponsored by Sir Rod Aldridge, we have a strong desire to be entrepreneurial in approach and to provide our students with all they need to leave compulsory education with genuine choices available to them about their futures.

The trustees of Aldridge Education are both proud of the work being done across the Trust and keen to continue that work as we continue to pursue our mission, build towards excellence, and broaden our scope.

Together, we are looking for an individual with integrity, high standards and a bias for action to join part of our team. Who you are and your approach to your work is as important to us as what you know – we are genuinely in the work together at Aldridge Education and so we are looking for someone who wants to be a part of the team.



**Jane Fletcher**

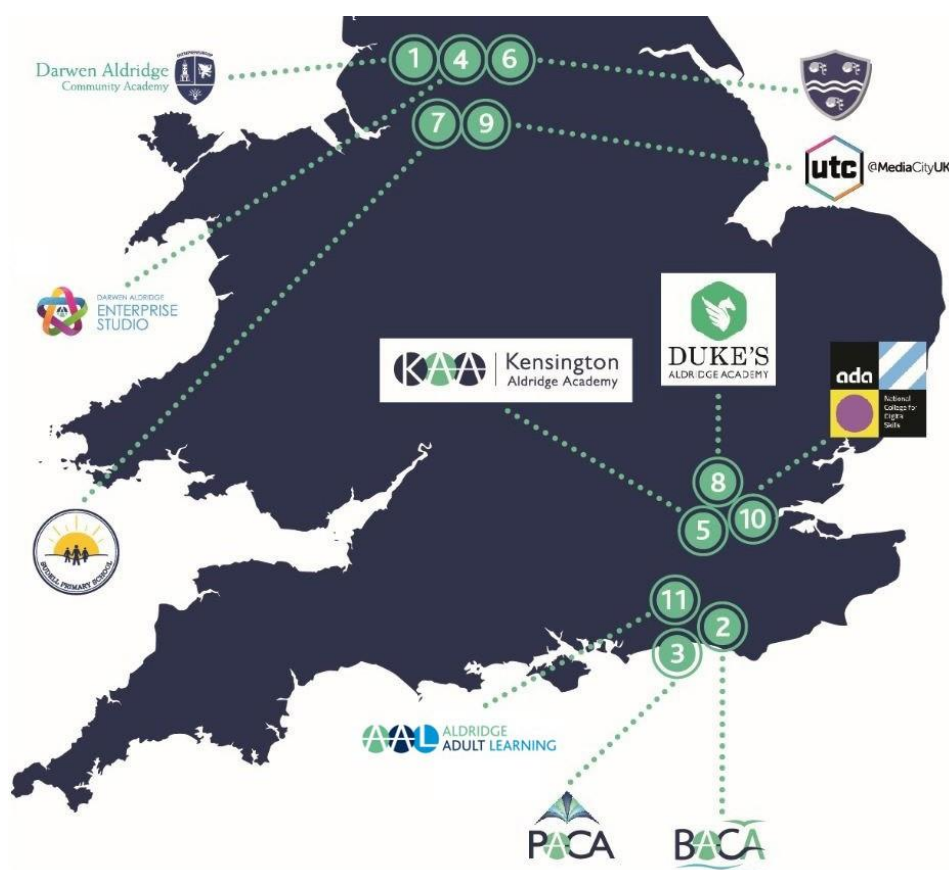
Aldridge Education, CEO

**Rupert Nichols**

Chair of Aldridge Education

## Aldridge Education

Aldridge Education is a semi-national multi-academy trust with schools located in West Sussex, London, Salford and Lancashire. We also have family links with Ada, the National College for Digital Skills and we are the lead sponsor for Kensington Aldridge Academy, secondary school of the year in 2018.



# Our mission

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**Our mission is to bring true equity to education through academic rigour and whole-learner development; supporting aspiration for all and leaving no one behind.**

Everyone working for Aldridge Education is asked to commit to these norms and to being open to improving our practice as we see ways to better embody both our norms and our mission.

## We are Aldridge Education

We all own the name, the right to speak, the reward and the responsibility. We believe the best of each other, speak positively and act with thought and purpose in order to find solutions and to do good work.

### The standard is excellence

Excellence is our bar - it's what we aim for together, nothing less - so we support each other to get better faster.

### We champion equality

Inclusion and equality are central to our mission. We aim to leave no-one behind and we are fiercely anti-discrimination.

### We are in the work together

We each stand by our missions and we act with transparency and clarity. Because we share accountability, we both give and receive feedback. We celebrate honest support that makes us collectively better.

### We behave with integrity

Professionalism, honesty and humanity underpin every word and action. Truth and kindness work hand in hand.

### We lead by example

We own our responsibility to live our norms. We expect to be role models to those around us in matters both small and large.

### We use time well

Time is precious so we work smart. We select actions and tools that provide the most benefit from time invested. We avoid creating unnecessary work for others.

# About Aldridge Education

Aldridge Education is a national multi-academy trust which was established in 2016. Our patron is Sir Rod Aldridge, who founded the Capita Group in 1984; under his leadership, Capita grew from a small start-up to an FTSE 100 company.

Imbued with this entrepreneurial spirit, Aldridge now looks after nine schools across the country (with a cluster in the Northwest of England, one school in London and two in Brighton). We also have an adult learning provision, also based in Brighton. Our academies are a mixture of typical and atypical provisions, which specialises in STEM subjects and complements our more creatively focused UTC, based in Media City and in Warrington.

The two key missions which drive our work - to bring learning to life and leave no one behind - ensure our focus on putting equity into education. We aim to equip every single Aldridge learner with the skills and mindset to achieve and thrive in their next steps after school. We have a range of unique USPs which help us to provide our students with varied opportunities for learning and growth: there's our world-class Cricket and Football Academies in Brighton; our strong network of businesses and employers that supports our T Level courses; our new, collaborative sixth form in Darwen; our thriving and busy Growing Together professional development arm, which gives our staff the tools they need to excel in the classroom.

Guided by our operating norms – which highlight our high standards of both work and behaviour – Aldridge Education seeks to give our learners, families, staff and communities the best possible experience in every Aldridge school. That is a bit about our story – and you could be part of it too.

For more information, please view our website: [www.aldridgeeducation.org](http://www.aldridgeeducation.org)



ALDRIDGE  
EDUCATION





# About UTC Warrington

UTC Warrington is a school and sixth form with a clear focus and vision: to prepare students for high-quality careers in science, technology, and engineering. Our students study a broad range of academic subjects, including GCSEs and a variety of post-16 qualifications. Alongside this, we offer students the opportunity to develop their technical knowledge and skills by working directly with the region's leading employers.

We are proud to be a Skills Builder Gold Award holder, a framework we embed within our personal development programme. Combined with opportunities to participate in high-quality enrichment activities — such as cadets, NCS, student leadership, and robotics — our students are exceptionally well-prepared for the world of work.

We boast fantastic facilities and state-of-the-art equipment. Students benefit from working with industry professionals and teachers who have strong industry experience, progressing onto world-class degrees and apprenticeship opportunities. UTC Warrington is currently ranked 10th out of 4,373 schools and colleges nationally for students entering higher and degree apprenticeships.

Our strong partnerships with a wide range of local, national, and international businesses enable staff to link their teaching directly to an applied, employment-focused educational environment.



# Job description

**Role:** IT Apprentice

**Salary type:** National Apprenticeship Wage

**Contract:** Full Time, Fixed Term Contract  
(Duration 18 – 24 Months)

## Overall Purpose of the Role:

We are seeking to appoint a highly motivated individual as an IT Apprentice. This is a fantastic opportunity for someone who would like to develop IT & problem-solving skills and aspirations to undertake the management and assistance of day-to-day operations of a busy IT environment. Managing IT call queues and helping the IT team on site in delivering excellent customer support services.

The role would suit someone who has initiative, is keen to develop and gain experience working in a busy school or cluster environment and develop excellent communication skills.

The IT team handles all aspects of the IT infrastructure and services. The IT apprentice will work closely with the IT Team to provide general IT support across the cluster of schools.

## Roles and Responsibilities

- To manage and assist with the monitoring, updating and managing all IT support calls for the day to day operation of the various network services provided across at least one of our schools, including: Access Controls, CCTV network, Cashless Catering, MIS systems, Cloud solutions, education software and other IT systems connected to our networks.

- To provide 1<sup>ST</sup> line technical support for clients and escalate as necessary to senior personnel within the team.
- To manage and be responsible for one or more sites call logging systems to a good standard, working towards meeting agreed Service Level Agreements and PKIs on a daily basis.
- To ensure tickets are processed within our standards and managed appropriately through to completion and within the agreed SLA.
- To use own initiative, knowledge and experience to solve problems and deliver solutions for end users.
- To provide clear and effective communication between customers and the IT team.
- To develop IT skills to manage the maintenance and repair of all workstations, printers, projectors, SmartScreen's, and other devices connected to the network either through onsite repairs or working together with 3rd party companies.
- Help with software updates and patches to ensure IT Infrastructure is secure and up to date, some of these will take place after core hours or weekends.
- To inspect all devices connected to our networks as scheduled on the maintenance strategy and repair or fix if needed.
- To undertake network management tasks as directed by the Line Manager.
- To provide documentation, advice, training and support to users on hardware and software related issues, and the use of the network IT services.
- To provide in-class support for teachers and students using ICT rooms as agreed with the Line Manager.
- To assist with the management of the agreed backup strategy with up-to-date backups, maintain inventories and licenses for all IT services.
- To ensure the security and confidentiality of all information held on the IT network and maintained in line with the UK law, GDPR data protection and Trust policies.
- To work outside of normal working hours at short notice to resolve issues affecting systems availability or to complete project work.
- To support any other duties as appropriate to the role.
- IT apprentices are expected to support all schools within the cluster, some carrousel will be necessary from time to time to cover all schools for risk management proposes and best practice.



# Job description

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## Support

- Contribute to the safeguarding and promotion of the welfare and personal care of children and young people.
- Contribute to the professional development of colleagues.
- Contribute to the development of others by sharing professional learning, expertise and skills.

## Review and Evaluation

- Participate in current arrangements for Performance Management. In conjunction with the Line Manager
- Take responsibility for personal professional development.

## Other Responsibilities

Operating at all times within the stated policies and practices of the wider Trust.

Abiding by and practicing the Aldridge Education Operating norms:

- We are Aldridge Education
- The standard is excellence
- We champion equality
- We're in the work together
- We behave with integrity
- We lead by example
- We use time well

## Equal Opportunities

- To know and adhere to the equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

## Health and Safety

- To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation.
- To co-operate with the Trust in so far as is necessary to enable it to comply with its duties under relevant health and safety legislation.

## Safeguarding of Children Young people and Vulnerable Adults

- To be aware of and work in accordance with the safeguarding child protection policies and procedures in order to safeguard and promote the welfare of children and vulnerable adults and to raise any concerns relating to such procedures which may be noted during the course of duty.
- The post holder will be required to have a valid Enhanced Disclosure and Barring Service (DBS) certificate and be re-checked every 3 years.

# Job description

Qualifications	Essential	Desirable
5 GCSEs A*-C including English and Maths or equivalent	✓	
A Level's		✓

Personal Qualities and Specific Skills		
Good interpersonal and team working skills	✓	
Keen interest in IT	✓	
Problem solving skills	✓	
A flexible approach to work, occasional late evening or weekend work may be required	✓	
Highly organised, proactive and willing to go the extra mile	✓	
The ability to form and maintain excellent relationships with key stakeholders	✓	
Ability to establish good relationships over the phone, face-to-face and by email	✓	
Ability to work on own initiative	✓	
Ability to work well under pressure	✓	
Strong client-facing skills and verbal/written communication skills	✓	

Professional knowledge and understanding		
Ability to keep calm under pressure and use tact and diplomacy	✓	
Has an understanding of current educational issues	✓	
Strategies for raising standards	✓	
Effective learning and teaching strategies	✓	
Knowledge of the Secondary Curriculum and National Strategies	✓	
Use data effectively	✓	
Effective user of ICT.	✓	
Show awareness of whole school issues	✓	
The ability to translate vision into practice	✓	
Developed partnerships with stakeholders	✓	
Excellent subject knowledge and awareness of the latest initiatives in that subject	✓	
Able to deliver GCSE in Mathematics	✓	



# Person specifications

Other		
Full UK driver's license and transportation as the role may require you to travel between schools		✓
Commitment to the vision and mission of Aldridge Education	✓	

## Aldridge Education is committed to:

- Exemplary safer recruitment practice
- Equity in recruitment which goes above and beyond to ensure that all are included and have an equal chance to prove themselves ready for a post being advertised
- Ensuring our learners of all backgrounds see themselves in leadership roles in our Trust and know they belong in any and all offices.
- Growing leaders from within

# Application process

If after reading the details you would like to apply for this post then, as part of our safer recruitment practice, you will be required to complete an application form in full online via the Trust's Every HR Applicant Tracking System.

- Closing date for applications: Sunday 6<sup>th</sup> July 2025
- Interviews are planned for: W/C Monday 14<sup>th</sup> July 2025

## Reference

In accordance with our safer recruitment policy and KCSIE 2024 guidelines, we cannot accept personal email addresses for referees. A total of two professional references are required, and they must come from different employers. Please provide the name of your **current or most recent employer**, along with the email address of your line manager or a representative from the HR department

## Safeguarding Statement

Aldridge Education is committed to working together to safeguard children 2023 providing help and support to meet the needs of children as soon as problems emerge. We expect all employees and volunteers to share this commitment. Where the role for which you are applying involves engaging in regulated activity, it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

A copy of Aldridge Education's Child Protection policy is available on our website at [www.aldridgeeducation.org](http://www.aldridgeeducation.org)

Following successful shortlisting, Aldridge Education will carry out the necessary prohibition checks for all teaching staff, as well as for all candidates undertaking regulated activity. If you are shortlisted for the position you are applying for, you will be required to complete a Declaration giving details of any relevant criminal offences and other relevant information relating to our safeguarding duty. Further information will be provided on that form.

Any offer of employment will be made conditional upon a satisfactory enhanced DBS check and other safer recruitment checks.

If you are shortlisted for the position you are applying for, **Aldridge Education will undertake online searches** (including social media) in accordance with KCSIE 2024.

*This post is considered exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975.*

