

- **Report to:** Executive Cabinet for Children's Services / Executive Cabinet for HR

**Date:** 10 February 2014  
24 February 2014

**Report of:** Director of Children's Services

**Report No:**

**Contact Officer:** Sam Stoneley, Schools ICT Unit Manager

**Tel No:** 2034

**Report Title:** **Schools ICT Additional Post**

**Non Confidential:** Not confidential – this report does not contain confidential information which warrants its consideration in the absence of the press or members of the public.

**Purpose:** To outline the requirement for establishment of an additional post in Schools ICT Unit.  
To seek approval from the Executive Cabinet Member for Children's Services and HR to create this post.

**Recommendations:** That the Executive Cabinet Member approves the creation of the post.

**Decision:**

**Background Doc(s):**

*(for use on Exec Rep)*

**Signed:**

\_\_\_\_\_  
Leader / Executive Member

\_\_\_\_\_  
Monitoring Officer

**Date:**

**Summary:**

*(on its own page*

*with background docs)*

The report outlines the proposal to create a new posts to provide additional ICT support services to secondary schools.  
This post will be recruited to in line with Council policy.  
Job descriptions are attached.  
The post will be funded by income generated by new ICT SLA service to schools.

## **Introduction and background**

The Schools ICT Unit provides a broad range of traded ICT services to schools under an annual SLA agreement.

Schools can choose which options they require on a modular basis.

The unit operates on a minimum budget, with most overheads being met through the recharge for services delivered, the projected turn over for the unit for 2014/15 is £2.6m.

The unit has a longstanding, good reputation with 99% of schools subscribing to some level of service.

As a business unit we need to ensure we are always able to meet our service commitments and maintain the quality and value expected by schools.

We also need to be able to respond to changing demands from schools by providing appropriate new services.

With the cessation of the BSF ICT support contract, several secondary schools have approached the unit looking for higher level technical support and strategic project planning for their ICT development.

Whilst the unit has the necessary skills to undertake this work, its existing commitments do not give the necessary capacity to meet this demand.

Therefore we are seeking to increase the existing establishment with an additional post at Technical Consultant Grade 7

The post will be recruited to in line with Council policy.

## **Costs**

The post will be funded by income generated by new ICT SLA service to schools.

ICT Technical Consultant Grade 7 (£24,892 to £28,127) = £35,840 with on-costs

Our current daily charge rate for this level of technical resource is £600.

If schools are to sign to a SLA for this service, this charge would be reduced to £350 per day.

From current consultation it is estimated we could get buy back of a minimum of 3 days per week.

Projected over the 38 weeks of term time this would recover £39,900, which would cover the cost of the additional salary.

## **Equality Impact**

This report does not require an Equality Impact Assessment as it is not seeking a policy change on the part of the Council.

## **Recommendations**

That the Executive Cabinet Member approves the creation of the post.

## Job Description

<b>Department</b>	<b>CHILDREN'S SERVICES</b>
<b>Job Title</b>	Technical Consultant
<b>Grade</b>	<b>GRADE 7</b>
<b>Primary Purpose of the Job</b>	To maintain and develop the core infrastructure services delivered by the unit.
<b>Responsible to</b>	Senior Technical Consultant
<b>Responsible for</b>	
<b>Principal Responsibilities</b>	1. Provide high level technical support on strategic central ICT services provided by the unit.

### Main Duties

1	<b>Technical Support</b> – to provide professional support for unit and school services
2	<b>Research and Development</b> – identification and selection of new technology / services
3	<b>Project Management (small and medium sized projects)</b> – to manage individual development projects as assigned.
4	<b>Consultancy</b> – to provide advice and guidance to customers and other Unit staff
5	<b>Training</b> Organisation, preparation and delivery of training on new services for units staff and schools.
6	<b>General</b> <ul style="list-style-type: none"> <li>To support all approved ICT Unit projects and functions as directed</li> <li>To support approved corporate and departmental initiatives.</li> <li>To represent the Director of Education and Culture as appropriate.</li> <li>Any other duties that might reasonably be required.</li> </ul>

	<b>Organisational Competencies</b>
7	<b>Customer Care</b> - To continually review, develop and improve systems, processes and services in support of the council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.
8	<b>Valuing Diversity</b> - To accept everyone has a right to his or her distinct identity. To treat everyone with dignity and respect, and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan.
9	<b>Develop oneself and others</b> - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others.

**Date Job Description prepared**

June 2011

**Job Description prepared by**

Sam Stoneley



## Person Specification

**Department** CHILDREN'S SERVICES

**Job Title** Technical Consultant

**Stage One** Disabled Candidates are guaranteed an interview if they meet the essential criteria

The Minimum Essential Requirements for the above Post are as Follows:		Method of Assessment
<b>1.</b>	<b>Skills and Knowledge</b>	
1	<p><b>Communication Skills</b> – the ability to communicate both orally and in writing with users and staff at all levels.</p> <p>To form appropriate communication processes and structures.</p> <p>To use relevant format, ranging from one to one discussion to formal presentation to large groups.</p>	Application Form/Interview
2	<p><b>Priorities and Deadlines</b> – ability to prioritise own and others workloads and to work to deadlines to ensure an efficient service.</p>	Application Form/Interview
4	<p><b>Technical consultancy / advisory skills</b> – ability to assist customers in deciding on appropriate solutions and processes.</p>	Application Form/Interview
5	<p><b>Technical Development skills</b> including:</p> <ul style="list-style-type: none"> <li>• LAN / WAN design, implementation and support</li> <li>• Server farm design, implementation and support</li> <li>• Internet Service (email, firewall, filtering etc) design, implementation and support</li> </ul>	Application Form/Interview
6	<p><b>Project / Programme Management</b></p> <p>1. Responsibility for ICT project scheduling:</p> <ul style="list-style-type: none"> <li>• Identifying and managing the effective implementation of tasks and resource requirements</li> <li>• Identifying potential risks and slippage and take corrective action</li> <li>• Monitoring and progress chasing</li> </ul> <p>2. Act as single point of contact for all third parties involved in the project,</p>	Application Form/Interview

<b>The Minimum Essential Requirements for the above Post are as Follows:</b>		<b>Method of Assessment</b>
7	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and helps to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services & reduce disadvantage.	Application Form/Interview
8	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users	Application Form/Interview
9	<b>Developing Self and Others</b> - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others	Application Form/Interview
<b>2. Experience/Qualifications/Training etc</b>		
1	MCSE or equivalent industry qualification plus 4 years relevant experience	Application Form / Interview
2	Experience of installing, supporting and maintaining Wide Area Networks.	Application Form / Interview
3	Experience of installing, supporting and maintaining Internet Services i.e. MS Proxy server, email servers, filtering applications etc.	Application Form / Interview
4	Experience of installing, supporting and maintaining Microsoft Operating Systems / Network operating systems	Application Form / Interview
<b>3. Work Related Circumstances</b>		
1	The nature and demands of the post holder's time are not always predictable and there will be an expectation that work may be required outside normal hours from time to time	Interview
2	This department is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful candidates will be subject to an Enhanced Disclosure by the Criminal Records Bureau.	Satisfactory Disclosure from CRB

The Minimum Essential Requirements for the above Post are as Follows:		Method of Assessment
3	Bolton Council is a Smoke-free employer.	Interview

**STAGE TWO** Will only be used in the event of a large number of applicants meeting the minimum essential requirements

Additional Requirements		Method of Assessment
<b>1. Skills and Knowledge</b>		
1.		Application Form/Interview
<b>2. Experience/Qualifications/Training etc</b>		
1.		Application Form/Interview

Note to Applicants: Please try to show in your application form, how best you meet these requirements

**Date Person Specification prepared:** June 2011

**Person Specification prepared by:** Sam Stoneley