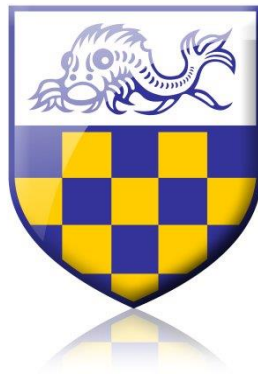


**Longhill High School  
Rottingdean  
Brighton**



**Information Pack 2021**

**Apprentice ICT Technician – Role A**



# Longhill High School

Falmer Road  
Rottingdean  
**Brighton**  
East Sussex  
BN2 7FR  
Phone 01273 304086  
Fax 01273 303547

July 2021

Dear Applicant

Thank you for your application to join the community at Longhill High School. I hope you will find the contents of this pack both interesting and informative.

We would encourage you to find out all you can about the school to ensure that you are making your application from a fully-informed basis. You can visit our website at [www.Longhill.org.uk](http://www.Longhill.org.uk)

Our recent Ofsted Inspection Report (2018) has confirmed that Longhill High School is a 'Good' School. The report states: "The inspirational leadership of the Headteacher has resulted in the staff working together to transform the school." The Ofsted inspectors acknowledged the hard work of the senior leadership team, highlighting that teachers have a "renewed enthusiasm for teaching and ... research new ways to inspire pupils". The latest report confirms that the behaviour issues, which were once a legacy of the school, are now very much in the past, stating: "Pupils behaviour has been transformed since the last inspection and they are now proud of their school. They are smart, polite and tolerant of views and differences. They recognise the many improvements and are appreciative of their teachers and the leaders of the school."

Your commitment and enthusiasm towards the Longhill High School ethos, as well as the skills that you are able to bring to the school, will be key in our decision making process.

Shortlisting for interview will be based solely on the information you provide on the application form. Please include evidence of how you meet each of the criteria set out in the person specification, providing examples where possible.

An application form can be found on the school website [www.Longhill.org.uk](http://www.Longhill.org.uk) . Please return your application by e-mail to: [personnel@longhill.org.uk](mailto:personnel@longhill.org.uk) or by post for the attention of Ali Carter, Heads PA, Longhill High School, Falmer Road, Rottingdean, Brighton BN2 7FR.

We take the issue of safeguarding children very seriously and all applications are processed accordingly. Please note that any appointments are made subject to enhanced DBS clearance, identity checks, continuous employment/employment gaps checks and satisfactory written references which we will apply for prior to the interview.

Thank you for your interest and we look forward to hearing from you.

Yours sincerely

**Miss K Williams**  
**Headteacher**

## **JOB DESCRIPTION**

**JOB TITLE:** Apprentice Level 3 ICT Technician - Role A

**SECTION:** Schools

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### **PURPOSE OF JOB**

To provide general and routine ICT support to staff and pupils within the school, e.g. logging calls to the support team, undertaking routine maintenance of resources and equipment, basic monitoring of stock and supplies and ordering of equipment and consumables, under the close supervision/instruction of senior staff. The apprentice will follow an Infrastructure Technician Apprenticeship

<https://www.instituteforapprenticeships.org/apprenticeship-standards/infrastructure-technician/>

### **PRINCIPAL ACCOUNTABILITIES**

#### **Desktop & Applications Support / Server & Network Support / Configuration & Installation**

- Learn to maintain records and outcomes of support to staff and pupils and maintain an up-to-date and accurate database of school hardware and software.
- Learn and demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation
- Learn to effectively operate a range of mobile devices.
- Will learn to apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required Learn the working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment
- Learn the importance of disaster recovery and how a disaster recovery plan works and support manager to maintain this.
- Assist in the deployment of computer hardware around the school.
- Learn to repair and maintain equipment and prepare routine equipment for use, under the direction / instruction of others within strict time scales.
- Assist teaching staff with learning activities, ensuring pupils adhere to H&S regulations and instructions.

#### **Health & Safety and other Policies**

- Be aware of and comply with policies and procedures relating health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## BRIGHTON & HOVE CITY COUNCIL

### PERSON SPECIFICATION

**Post Title:** ICT Technician – Role A

**Department:** ICT

**Section:** Schools

#### Essential Criteria

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Five GCSEs, (especially English, Mathematics and a Science or Technology subject); a relevant Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on IT skills.</li><li>• No formal qualifications required as on-the-job training will be provided.</li><li>• Limited technical knowledge, e.g. understand basic file management.</li><li>• Aware of basic school structure, year groups and staffing structure.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Some experience of using PCs and common desktop application software.</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Able to use a word processing package and simple spreadsheets, e.g. to maintain records of equipment and to log calls for ICT support.</li><li>• Able to use email and browse the web.</li><li>• Able to follow straightforward oral and written instructions.</li><li>• Able to <i>maintain inventories</i> of equipment and keep up-to-date and accurate records.</li><li>• Able to identify <i>straightforward</i> solutions to simple problems.</li><li>• Able to <i>communicate straightforward verbal and written information</i> in a clear and accurate manner, e.g. pass on a message, complete a simple form.</li><li>• Able to keep simple records.</li><li>• Able to lift and handle ICT equipment as required, including assisting with receiving and storing deliveries of new equipment.</li></ul>
<b>Equalities</b>	<ul style="list-style-type: none"><li>• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.</li></ul>

## **Branching Questions**

Branching questions are embedded in the application form instead of requiring candidates to write a long supportive statement on how they meet essential criteria outlined in the person specification.

You will be required to shortlist for your role based on responses to these questions in addition to further information candidates provide in their employment and educational history.

Therefore, carefully consider questions to ask applicants by focusing on 'must have' essential criteria outlined in the job description and person specification.

Use a minimum of 3 and no more than 6 'open' questions to enable candidates to expand their answers and to give examples from their experience. Candidates will have a maximum of 4000 characters per question or approximately 500 words (please see example questions)

Branching questions for: <b>Apprentice IT Technician</b>	
<b>Question 1:</b>	Please describe what ICT experience you have had.
<b>Question 2:</b>	Can you give an example when you have used the windows operating system and what outcomes you achieved?
<b>Question 3:</b>	Give an example when you worked as a part of a team and needed to meet a customer's needs?
<b>Question 4:</b>	Please can you give a brief outline of your practical knowledge of networking and can you give us an example of when you have applied it?
<b>Question 5:</b>	Can you give an example of a time when you have had to communicate technical information to managers and staff and how did you do this?
<b>Question 6:</b>	How do you manage situations and workloads where you have competing demands – an example when you had to meet a deadline and what you needed to do to manage your workload.
<b>Question 7:</b>	Can you give an example of a time when you have produced a webpage?

## SUMMARY STATEMENT ON USE OF DISCLOSURE INFORMATION IN RECRUITMENT & SELECTION

### **Introduction**

Thank you for applying for a position within Brighton & Hove City Council. You have applied for a post or voluntary work that falls under the definition of 'regulated position' under exemptions to the Rehabilitation of Offenders Act 1974. This means that a criminal conviction check (or disclosure) will be undertaken on any individual who is offered the post. Where appropriate (where the post involves working with children or vulnerable adults) details will also be checked against the Department of Health and Department for Education & Skills lists. These checks are undertaken by the Disclosure & Barring Service (DBS) only when a conditional offer of employment has been made but you will be asked during the recruitment process to declare any relevant information.

It is the intention of Brighton & Hove City Council not to discriminate unfairly against individuals on the basis of their previous offending history. Possession of a criminal record is not an automatic bar to obtaining employment or voluntary work.

The purpose of this Statement is to provide assurance to applicants that the information released in Enhanced Disclosures is used fairly and that sensitive personal information is handled and stored appropriately and kept for only as long as necessary.

### **Handling of Disclosure Information**

Recipients of Disclosure Information at Brighton & Hove City Council will only disclose this information to the recruiting manager and Human Resources Manager. Unauthorised disclosure of any information provided by the DBS is an offence under Section 124 of the Police Act 1997.

Disclosure Information will be securely stored and will be retained for a maximum period of six months unless, in exceptional circumstances, formal written agreement of the DBS is obtained to retain them for a longer period. Brighton & Hove City Council as a Registered Body must comply with the DBS Code of Practice. All matters relating to the use of Disclosure Information will be undertaken in accordance with the DBS Code of Practice and Brighton & Hove City Council's Code of Practice on the Use of Disclosure Information.

### **Further Information**

If you are successful in obtaining a conditional offer of employment (or have been accepted as a volunteer), you will be sent further information on the Disclosure process including guidance on completion of the Disclosure Application Form. Disclosures for employment will be funded by the Council and Disclosures for Volunteers are free of charge.

Further information on the DBS and the Disclosure process including the DBS Code of Practice can be obtained by visiting the web site: [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs) or by calling 0870 90 90 844.

Further information on the Council's Policy on the Recruitment of Ex-Offenders and the Code of Practice on the Use of Disclosure Information can be obtained by contacting Human Resources on (01273) 292313.