

## Job Description

Job Title: Helpdesk Administrator

Responsible to: Head of Information Services

Job Summary: Time will be split between managing the IT helpdesk queue and assisting the Data Administrator with Management Information System queries.

### Duties and Responsibilities

#### Helpdesk

- Assist with management of the IT helpdesk, accurately assigning incident reports from email, telephone, or walk-in, liaising with subcontractors and internal engineers and management of the incident process through to job completion using the Helpdesk system.
- Ensure all incidents are actioned and completed within the relevant SLA timescale.
- Ordering and updating purchase order information and ensuring engineers requests for parts are actioned and maintained.
- Ensuring the smooth running of the office.
- Taking accurate messages for the department.
- General office administrative duties.
- Updating the Equipment register and managing the disposal of assets.
- Manage centralised procurement, storage and allocation of specialist paper for the College. Obtaining the best deals through bulk purchase and negotiation.
- Facilitating Staff reprographic requests in a timely and cost-effective manner including department recharges.
- Manage leased MFD support with supplier when faults arise.
- Perform Large format printing as required.
- Such other duties as may be reasonably delegated to you.

#### iSAMS

- Assist the Data Administrator with administration of the iSAMS Management Information System including:
  - Annual timetable upload and associated updates
  - Regular timetable maintenance (set changes, room changes etc.)
  - School Reports support (if Data Administrator is away)
  - Assisting with timetabling internal examinations
  - Uploading progress data (MidYIS and ALIS)
  - Updating English as an Additional Language (EAL) and Individual Education Plan (IEP) registers
  - Assisting with recording lesson cover

- Registration reporting
- Assisting with census reporting
- Assisting with timetabling the co-curriculum

### Safeguarding duties

- The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead or, if he/she is the School's DSL, to the Headmaster and relevant agencies.
- The post holder will be engaging in regulated activity.

### Person Specification

- Good communicator
- Works well under pressure
- Self-Managing
- Motivated

### Terms and Conditions

**Salary:** £12,800 per annum (based on £24,000 per annum pro rata)

**Hours of Work:** 20 hours per week, to be worked over Monday to Friday, all year round. Hours are flexible with prior arrangement between 8am and 6pm.

**Pension:** Pension: After three months' service you may be automatically enrolled into the Eastbourne College WorkSave Pension Scheme (details are available from the HR Department), depending on your level of earnings, however you may also choose to opt in to the pension scheme. The Charity will contribute 5% of your gross salary and you must also contribute 3%. You may choose to opt out of the pension scheme.

**Holiday:** Five weeks' annual leave plus Bank Holidays, pro rata, to be taken out of term time.

There is a non-contractual paid break over the Christmas period which is at the discretion of the Chief Operating Officer dependent on when Christmas and New Year falls where there is no requirement to work.

### Other benefits include:

- Life Assurance
- Employee Assistance Program
- Lunch during normal working hours plus tea, coffee, fruit and biscuits
- Free use of Charity facilities including pool and gym
- Free tickets to College productions
- Easy public transport connections and free parking

## Safeguarding Statement

Eastbourne College (Incorporated) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to an enhanced DBS check, pre-employment medical questionnaire and positive references.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the Charity is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Eastbourne College (Incorporated) is committed to the provision of equal opportunities in employment and accordingly wishes to ensure that no job applicant is treated less favourably on unjustifiable grounds.

## Application process

To apply, please follow the link below to complete the mandatory application form:

[www.cognitoforms.com/EastbourneCollegeIncorporated/EastbourneCollegeSupportStaffApplicationForm](http://www.cognitoforms.com/EastbourneCollegeIncorporated/EastbourneCollegeSupportStaffApplicationForm)

Alternatively, visit [www.eastbourne-college.co.uk/contact/employment-opportunities/](http://www.eastbourne-college.co.uk/contact/employment-opportunities/) and click the 'Apply Now' button.

A letter of application (addressed to the Director of Marketing and Admissions) and an up-to-date CV should be uploaded with this online application form.

Closing date: 3 December 2021

For further information, please contact Marian Piper, Recruitment & HR Projects Manager, by email: [hr@eastbourne-college.co.uk](mailto:hr@eastbourne-college.co.uk) or tel: 01323 452239.

## BACKGROUND INFORMATION

### Eastbourne College Incorporated (ECi)

Eastbourne College Incorporated is the term for the combination of Eastbourne College and St. Andrew's Prep School. The two schools are run separately but are part of the same Charity and a single Board of Governors bears overall responsibility. The post-holder will be expected to work across both schools.

### The College

There are not many top senior independent schools in Britain where you can take a six-minute stroll and find yourself on the doorstep of a national park, an international tennis venue, a county cricket ground, two challenging golf courses, award-winning beaches, theatres, a modern art gallery, a brand new shopping centre with state-of-the-art cinema and a mainline station to London (85 minutes), London Gatwick Airport (55 minutes), and Ashford International (direct trains to Europe).

Founded over 150 years ago, today Eastbourne College reaches out like never before, connecting its boarding and day pupils with the raft of opportunities that abound within a few hundred metres of the College and beyond. The College's learning environment is second to none thanks to its £33 million Project 150 (P150) development, an outstanding, supportive house system, and a timetable which optimises educational contact time, provides guided optional Saturday morning enrichment sessions, and promotes a busy calendar of competitive sport and time to socialise.

The College has got into a tradition of stimulating academic success while developing people of good character; good people that others want to be with. In 2021, 82% of A-level grades were awarded at A\* or B. Maths, English, the sciences, the humanities, languages and creative arts continue to be beacons of excellence, and the vast majority of pupils achieved A-level grades that enabled them to access top courses at the leading universities at home or abroad. Healthy learning for the long term and an extra-mile approach to pastoral care are the guiding principles that underpin an Eastbourne College education. The College takes a gold-standard approach and consistently ranks in the top 4% nationally for academic 'value added'.

In 2019, Dame Katherine Grainger DBE officially opened Eastbourne College's Project 150 (P150). The £33 million P150 development places the College at the forefront of learning environments in the UK.

Facilities include:

- 32 state-of-the-art classrooms
- two technology suites
- cricket pavilion with live-stream video analysis
- dance studio with sprung floor and ceiling recess for ballet lifts and throws
- large Sport England compliant sports hall (5 badminton courts long) enabling year-round multi-sport training
- Sport England compliant six lane 25m indoor swimming pool

- fitness suite for elite and inclusive participation, comprising cardiovascular machines (skiing, rowing, running, spin bikes and cross-trainers), free weights and cross-fit area, sprint track, and stretching / Pilates area
- two glass-backed squash courts
- alfresco-feel dining hall
- Tim's Cafe, including comfy sofas, widescreen HD TV, full barista service and WiFi for catching up on studies (ideal preparation for university and beyond)
- stunning entertainment and exhibition spaces.

### **St. Andrew's Prep**

Founded in 1877 and home to 360+ pupils from nine months to 13 years, St Andrew's is a non-selective co-education IAPS prep school which prides itself on breadth and excellence. Most are day pupils but 25 to 30 boarders live within the heart of the school with space for a further 20 flexi boarders – a facility used by a large number of children over the course of the year.

The school is set in 12 acres of sports fields. The beach is a five-minute stroll away and a number of classrooms overlook the sea and the South Downs. With nature on its front door, St Andrew's offers unique Forest and Beach Schools which provide opportunities to complement classroom study with outdoor learning.

St Andrew's Prep's sporting pedigree is excellent with representatives winning medals at many county, regional, national and occasional international event across the sports of Rugby, Football, Cricket, Athletics, Hockey, Tennis and Netball. However, there are teams for every ability ensuring that each child represents the school. The school has an impressive sports hall and the recently refurbished Fives court has just re-opened. DT, Art, Drama and Music are of an exceptional standard. Recent LAMDA results have been outstanding and many of our musicians (80% of the pupils play an instrument) reach the higher ABRSM grades.

After-school and optional Saturday morning activities are numerous and varied and include, among many others, golf, jazz dance, pot throwing, steel drums, shooting, water polo, mountain biking and fencing. The school has its own Community award which aims to nurture confidence and independence, develop a breadth of interest in each child and create a stronger sense of identity and community.

St Andrew's amalgamated with Eastbourne College in 2010. The two schools retain a good deal of independence and their own identities, but share some facilities and support staff and are working to establish strong interdependent links which will benefit the education of the children within the wider charity.

More information about the College and St. Andrew's Prep may be found by visiting the websites: <http://www.standrewsprep.co.uk/> [www.eastbourne-college.co.uk](http://www.eastbourne-college.co.uk)

News of latest events can also be found by visiting our Facebook pages: <https://www.facebook.com/StAndrewsPrepEB/> <https://www.facebook.com/EastbourneCollege>