

Candidate Information Pack

Job Title	IT Support Technician
Location	Ingfield Manor School

Dear Candidate

I am delighted that you have requested further information on our current vacancy. We are looking for an IT Support Technician to join us and become part of our successful team, giving the very best support to our community every day, because Ingfield Manor School believes in 'fulfilling potential' of every learner. This is a fantastic opportunity to work in an engaging and rewarding environment, supporting the learning of our young people with motor neurological difficulties.

We are committed to providing an excellent education for all learners so that we can equip them with the skills and strategies to live as independent a life as possible in the future. Ofsted inspected us in October 2023 and recognised that the school continues to offer a GOOD quality of education and safeguarding is effective. The inspection noted staff care deeply for pupils and understand their needs very well. In addition, staff dedication, warm and trusting relationships between adults and students, teachers who listen and make learning fun, an innovative curriculum, a tailored approach to the needs of students, positive engagement and students who go home happy.

In this role you will gain a wealth of experience, and we can offer a solid training package to help you flourish in your role. Most of all we offer a welcoming team environment where everyone's contribution to the community is noticed and acknowledged.

Are you ready to take your place in the Ingfield Manor team? I am really looking forward to receiving your completed application.

Yours sincerely

Liz Brown
Principal



**SALUTEM CARE
& EDUCATION** 
A Salutem Company • We are HumanKind

Ingfield Manor School is a non-maintained special school and part of Salutem Care and Education who have services across England and Wales supporting adults and children in residential and educational Environments.

Based in its own idyllic grounds, Ingfield Manor School offers extensive specialist facilities with the aim to provide an exceptional learning environment, helping children and young people fulfil their potential. Facilities include woodland and outdoor classroom space, high specification sensory room and swimming pool.

At Ingfield Manor School, we believe everyone should have the opportunity to live a healthy, active, and fulfilling life, regardless of their background or disability. The aim of our services is to provide a safe and stimulating environment that enables children and young people to flourish and grow.

Our IMS provision caters for students aged 3–19 years with neurological motor impairment such as Cerebral Palsy and associated medical and sensory needs. Following the Conductive Education approach, Ingfield Manor School focuses on the holistic development of everyone, including their physical and communication skills.

Our Woodview provision is for secondary aged students with special educational needs including speech, language, and communication needs (SLCN) and autistic spectrum conditions (ASC)

We are immensely proud of our school and our community. We are committed to providing the very best for young people while they are with us, helping them to develop the knowledge, skills, confidence and aspiration to succeed throughout their lives. We know that our staff team make the school what it is today and are the key to a successful future. Staff are well supported by the leadership team and are offered opportunities to progress. We know that each and every one of our staff have a pivotal role to play and we believe in supporting everyone to fulfil their potential. Ingfield Manor School is a rewarding place to work, and staff report high levels of job satisfaction.

Through working for Salutem we offer a comprehensive range of employee benefits designed to support you in various aspects of your life through our benefits platform Salutem Extras.

Some of these benefits include free online GP access for you and your family, ensuring that healthcare is readily accessible when you need it most. Additionally, our free employee assistance programme extends its support to both you and your partner, providing essential services such as counselling, financial advice, and legal guidance.

Ingfield Manor School has convenient road links and is a 10-minute drive from Horsham. There is a bus stop 10-minute walk from the school, a large car park for those travelling by car.

New employees joining Ingfield Manor School are guaranteed a warm welcome from the community. Our motto is that 'Fulfilling Potential' and we strongly believe that this should include our entire school community. We look forward to getting to know you better and helping you to play your part in providing the very best to our young people.

Job Description

Job Title	IT Support Technician
Reporting To	IT Manager
Location	Ingfield Manor School

Job Responsibilities

- To provide IT support to staff and students
- Installing and configuring new and existing PCs, laptops and other ICT devices
- Troubleshooting and fixing issues with IT related hardware
- Installing, supporting and configuring specialist communication software such as Mind Express and Clicker 8.
- Installing new printers and configuring the central Print Server to make them available to the appropriate groups of users
- Troubleshooting and fixing printing issues
- Setting up and supporting audio visual displays for presentations using projectors and IWBs
- Troubleshooting and fixing issues with Audio Visual equipment

Job Description

Job Title

IT Support Technician

Job Responsibilities cont.

- Troubleshooting and implementing improvements to ensure the smooth running of the computer networks. Including routers, switches, cabling and wireless access points
- Maintaining a supply of consumables for printers etc
- Liaising with third party suppliers and central IT support
- Undertaking training associated with role

This job description should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post as identified by the company.

The post holder will further Salutem's vision and comply with the policies and procedures of Salutem and the school. This job description will be kept under review to ensure that it remains up to date. The post holder will be consulted about any proposed changes.

Salutem Care and Education are committed to safeguarding and promoting the welfare of children and young people. All offers of employment are subject to rigorous pre-employment checks, including enhanced DBS, in line with our stringent safer recruitment policy.

Successful candidates for all posts will undergo a minimum of 6 months' probation period.

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IT Support Technician

Our Values

- We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
- We are very **Ambitious** to provide the best possible outcomes for the people who use our services
- We are **Loyal** because we put the people that we support and our staff at the centre of everything we do, and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
- We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
- We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences, and we are committed to doing things better and setting the highest standards in what we do
- We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
- We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

Job Description

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Knowledge, skills and competency

Area	Essential	Desirable
Professional Qualifications	IT related GCSE/A' level	Microsoft accredited qualification
Knowledge	Understanding of IT related hardware and software and Networks Windows 11 Office 2016/365 MS Windows Server 2025	
Experience	Previous experience of IT Support	Working in an educational environment Working with children
Skills	As per knowledge	
Personal	Practical Flexibility Problem solving Attention to detail Ability to prioritise Good interpersonal skills with adults and children Ability to work on own and within a team.	

We hope you have found this pack useful. Please do take a look at our website as well for more information and to see lots of images of our staff and young people, to help you get a feel for the work of the school. <https://www.ingfieldmanorschool.co.uk/>

For further information please contact Liz Brown, Principal by phone 01403 782294 or email liz.brown@ambitoeducation.co.uk

Data Protection:

All information is stored securely and processed appropriately. Any information supplied by unsuccessful candidates will be destroyed through a confidential waste system after six months from notifying unsuccessful candidates, in accordance with our information and records retention policy.

We reserve the right to close this vacancy early if we receive sufficient applications for the role