



KEYS
ACADEMIES
TRUST

CANDIDATE PACK



Head of IT

Welcome from the Chief Executive Officer

Dear Applicant

I am delighted that you are interested in applying for the role of Head of IT.

Keys Academies Trust is a forward looking, improving and innovative multi-academy trust, working across a family of primary and secondary schools. We have a strong central infrastructure, including school improvement, SEND, finance, HR, estates and IT, designed to enable our schools to focus on what matters most – high quality education. We are outward facing, collaborative and committed to contributing positively at local and sector level, recognising that we are strongest when we work together.

We are seeking a leader with a strong track record – someone who combines ambition with clarity, and who can lead a team to sustain high standards while continuing to innovate and improve. This role offers the opportunity to build on a strong team, further strengthening its provision and reputation, while ensuring that excellence is both secured and sustained through the next exciting chapter in the development of our trust.

I hope that, by reading this information pack and by considering how your own skills match those needed to meet this fulfilling role, you will feel inspired to apply for the post.

Visits to our Trust are very welcome; meeting the staff will, I am sure, give you a clearer picture of the opportunity that this role offers.

I hope very much that you will consider applying to what is a dynamic and ambitious Trust.

Best wishes

Howard Nelson
CEO

Head of IT

This is a pivotal moment in the development of Keys Academies Trust, and IT will play a central role in enabling our next phase of improvement and growth. Our vision is to create a high-quality, reliable, and forward-looking digital environment that enhances teaching, learning and operational effectiveness across all our academies. Through strong leadership of the ICT Services Team, supported by our Managed Service Provider, we will harness the full potential of digital systems, cloud technologies, and data to deliver a seamless and secure user experience for every pupil, student, and member of staff.

At the heart of this vision is our commitment to ensuring that technology meaningfully supports educational outcomes. Our iLearn 1:2:1 iPad programme exemplifies this ambition, providing equitable access to digital tools that enrich learning, support inclusion, and prepare young people for the future. Alongside this, we will continue to develop robust infrastructure, cyber security and responsive support services that allow our schools to operate efficiently and with confidence.

Working collaboratively across the Trust, we will build on shared expertise and consistent systems to create a connected digital ecosystem. This will reduce duplication, improve resilience, and enable leaders and teachers to focus on what matters most—delivering high-quality education. Our vision is rooted in inclusion, innovation and continuous improvement, ensuring that every Keys child and every member of staff benefits from an excellent IT experience that supports their success and aspirations. If you want to truly make a difference to the lives and aspirations of our students we look forward to hearing from you.

- Salary will be paid at NJC SCP Grade 13, Point 40-44 (starting at point 40), £51,356 to £55,620 per annum. (Pay award pending)
- The appointment is for 37 hours per week, 52 weeks per year.
- 8.00 am to 4.00 pm, Monday – Thursday, Friday 8.00am – 3.30pm
- 25 Days holiday per annum, rising to 30 days after 5 years' service.
- Generous Employer Pension contribution to LGPS Career Average Pension meaning we will save together for your retirement.
- Life Assurance
- Occupational Sick pay protecting you and your family.
- Over 250 employee exclusive benefits through our partners Perkbox.
- Employee Assistance Programme available 24/7
- On-site flu and Covid vaccinations every Autumn
- Free on-site car parking
- On-site nursery

The Board of Trustees is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Application form and further details available on the Trust website: <https://www.keystrust.org/vacancies>

Closing date: Monday 1st June 2026 at 9.00 am.

JOB DESCRIPTION AND PERSON SPECIFICATION

Post:	Head of IT
Location:	Trust IT Services Suite, Jack Hunt Academy, Peterborough (PE3)
Scale:	Grade 13
Hours:	37 hours per week, 52 weeks per year 8.00 am to 4.00 pm, Monday – Thursday, Friday 8.00am – 3.30pm
Accountable to:	Chief Finance and Operating Officer
Date reviewed:	February 2026

Purpose of Job

The main purpose of the job is to lead and manage the Trust ICT Services team in the operational delivery of the Trust IT Strategy, acting as the principal tactical resource, for the ultimate benefit of students, pupils and other stakeholders.

Accountabilities

Strategic planning and leadership

The Head of IT will be accountable for developing and implementing an IT strategy that serves the trust's current needs and supports its future development.

- Develop a long-term strategic plan for IT resources and services across the trust that supports the trust's wider strategic planning, vision and aims
- Develop and project-manage IT strategically across the Trust to achieve a safe and efficient IT environment for staff and students
- Define, lead and manage agreed service levels
- Contribute to the trust's business planning and risk management exercises, including taking action to mitigate risks where necessary, such as cyber-security risks
- Support the development of the trust's disaster recovery and business continuity plans, advising on issues related to IT
- Develop, implement and monitor relevant policies and procedures for the safe and effective use of IT
- Manage the full range of financial planning for IT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Keep up to date on developments in technology for the education sector, alerting trust leaders to developments that could support the trust's work
- Develop and maintain strong relationships with relevant external organisations
- Work with other trust leaders to develop and extend IT knowledge and capabilities across the trust
- Manage the trust's IT support team, taking responsibility for their professional development and performance management
- Develop partnership working and the offer of traded services to other schools and trusts
- To play an active part in the overall strategic management of the trust, as a member of the central senior team

IT resource and service management

The Head of IT will be accountable for managing the trust's IT resources, and for overseeing the delivery of a high-quality IT support service.

- Develop and implement an asset management system for IT resource, including maintaining an accurate inventory of equipment
- Oversee procurement processes for IT resources, ensuring these achieve value for money, manage budgets, and achieve best value
- Oversee the maintenance of IT resources, including ensuring appropriate disposal of IT assets when necessary

- Manage health and safety issues related to IT, including writing risk assessments and ensuring regular electrical testing
- Take responsibility for the security of the trust's IT systems, including ensuring appropriate anti-virus, multi-factor authentication and encryption measures are in place
- Work with the trust's data protection officer to ensure that the trust's IT systems reflect appropriate data protection measures and good practice
- Manage the trust's contracts and service level agreements for any outsourced IT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the trust's external suppliers and contractors
- Design, implement and monitor a system for responding to support requests (helpdesk), recording IT casework information, and reporting on support requests to support continued improvement
- Ensure that legal and contractual obligations relating to IT resources, software licensing, systems and services are met.
- Oversee systems for the effective management of software licensing.

Development and maintenance of technical systems

- Ensure all Trust IT systems are fully operational at all times
- Design, lead and implement the network infrastructure to meet the schools' requirements, utilising cloud computing wherever possible
- Advise on compatibility of hardware, applications and operating systems, according to user requirements
- Support the infrastructure that underpins the Trust's Management Information Systems
- Manage the Trust's telephone systems
- Oversee printing solutions
- Identify problems and ensure their prompt resolution, advising the CFOO of issues, potential improvements and projected developments
- Manage the effective development of the Trust's information communications networks including the SharePoint environment and MS Teams
- Ensure all current and planned web-based technologies remain fully operational
- Monitor and advise if changes are needed to the Trust's security and back-up systems and plan recovery contingencies to enable an efficient return to service after any unforeseen system outages
- Maintain the trust's network security including antivirus protection and firewalls
- To oversee accurate and up to date records of all IT assets
- Monitor and manage the use of the Internet within the Trust, including the monitoring and filtering arrangements, and report issues to the CFOO
- Organise the relevant systems upgraded out of normal business hours to ensure minimum downtime for staff during critical periods.

Developing the expertise of others

- Conduct training on appropriate use of IT resources
- Offer a second line of support to IT colleagues in schools
- Produce reports on request for management purposes
- Advise colleagues on possible training activities
- Hold training sessions for both IT support staff and end users on trust technologies based on the requirements of the trust
- Undertake available training opportunities and demonstrate a commitment to continuous development

Staff Management

- To organise and monitor the workload of IT support staff to meet the trust's needs, including cover for absences, delegating tasks appropriately.
- To line manage the trust's IT staff, carrying out performance development reviews and advising the CFOO on any specific training needs.
- To be involved with the recruitment of IT staff when required

The duties and responsibilities in this job description are not restrictive, and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not, however, substantially change the general character of the post.

Person Specification

Qualifications	1. Educated to a degree standard or equivalent	D	A
	2. GCSE Maths and English both at Grade C or above, or equivalent	E	A
	3. A good general standard of education	E	A
	4. General IT qualification	E	A
	5. CompTIA A+ Certification	D	A
	6. MSCE, MCSE or MCITP	D	A
Experience	1. Experience working with a range of IT hardware, software and network topologies	E	A
	2. Experience troubleshooting complex issues	E	A
	3. Experience of supporting colleagues across multiple sites	E	A
	4. Experience of writing reports for a variety of audiences	E	A
	5. Experienced defining and reporting against KPIs	E	A
	6. Experienced of being accountable for significant budgets and projects	E	A
	7. Experience leading and managing a team	E	A
	8. Experience working with and drawing value from a Managed Serviced Provider partnership	E	A
	9. Experience of leading change from a tactical perspective	D	A
	10. Experience responding to audits and other information sources to drive planning and implementation	E	A/I
	11. Experience technically deploying 1:2:1 or BYOD	D	A
	12. Experience procuring goods and services in a complaint manner	D	A/I
Knowledge	1. Extensive knowledge of computer hardware, systems and networking	E	A/I
	2. Knowledge of helpdesk systems	D	A/I
	3. Knowledge of the Multi-Academy Trust sector	D	A/I
	4. In depth knowledge of network topology	E	A/I
	5. Knowledgeable on system design, configuration and troubleshooting	E	A/I
	6. Knowledge of wireless networking, firewall, internet connectivity, switching and server management	E	A/I
	7. Knowledge of Office 365	E	A/I
	8. Knowledge of Apple products and services	E	A/I
Skills	1. Ability to capture requirements and provide solutions and recommendations.	E	I
	2. Comfortable working independently on tasks and other times as part of the wider team	E	A/I
	3. Resource management & strong problem solving skills	E	A/I
	4. Broad IT skills	E	A/I
	5. Strong organisation and administration skill	E	A/I
	6. Excellent at troubleshooting	E	A/I
	7. Able to draw support from colleagues at all levels and external partners to drive solutions	E	I
	8. Exceptional leadership and management skills	E	A/I
Qualities	1. Excellent communicator	E	I
	2. Proactive and positive outlook	E	I
	3. Customer Service mindset	E	I

	4. Upholds team ethic	E	I
	5. Ability to prioritise and manage time effectively	E	I
	6. Problem-solving skills and initiative	E	I
	7. Pleasant, polite and friendly	E	I
	8. Adaptable, resilient and with demonstrable ability to work well under pressure	E	I
	9. A respect for young people	E	I
	10. Commitment to personal and professional development	E	I

*E= Essential, D=Desirable

** A=Application, I=Interview

This job description and person specification will be reviewed periodically. This job description sets out the main duties to be covered in respect of the paid allowance at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify Trustee consideration of revising the allowance remunerated.

About the Team

Keys IT Services is the dedicated technology support and innovation arm of Keys Academies Trust, established in January 2023 following over a decade of successful operation as part of Jack Hunt IT Support. The service exists to unlock potential through effective and forward-thinking technology solutions specifically tailored to the education sector, supporting schools and academies within the Trust and through traded services to partner schools. With a deep understanding of the unique IT needs of primary and secondary education, the team provides comprehensive support including educational IT support, network infrastructure audits, cloud migration, strategic development, training events, and procurement services. The service is committed to enhancing teaching and learning, reducing costs, and driving digital transformation across educational settings, ensuring technology is a real enabler for school improvement and organisational efficiency.

About the Trust

Our trust is a vibrant, diverse and ambitious group of five academies in the west of Peterborough. Formed in 2018, we are a trust which emerged from a strong but loose alliance of primary schools working with our large secondary school. The central team are an experienced and ambitious central support team, continually working to improve how our schools work together.

Our schools serve communities which have many similarities, but also significant differences due to the cultural and economic diversity of the city. We embrace and celebrate these differences through our key Trust value of inclusiveness. Whilst our schools work closely together, we ensure that each school retains a distinct identity within the trust.

Growing as a multi-academy trust has allowed us to use the expertise across our schools to meet our common goals and to give our pupils and students an inclusive, innovative learning community that respects and benefits everyone and has aspirational plans for the future. Our vision is to unlock potential and create strong life chances for all the children we educate.

All in our trust have high aspirations for, and high expectations of, every single pupil and student. We want them to be well-rounded, confident, caring young people with leadership skills who are motivated to achieve their best in lessons and beyond the classroom. We want them to be involved in school, local and global communities and leave us as life-long learners, equipped to build on their success and contribute positively to our future.

Work for Us

Our Trust culture is centred on valuing people, through supporting their ambitions and career paths, so that we are a respected and attractive employer. By creating a culture where staff feel respected, empowered and inspired, we create a positive learning environment.

We are keen to reward and recognize our staff and have developed a comprehensive range of employee benefits to achieve this.

Our staff benefit from:

- Professional Development and extensive CPD programmes
- Perkbox employee benefits platform providing big discounts on shopping, dining and entertainment
- Generous Occupational Pension Schemes (employer contributions of 22% Local Government Pension Scheme)
- Generous sickness benefits to support you in a time of need
- Free parking at all the Trust schools
- Nursery provision
- Free on-site annual flu vaccination scheme
- 24/7 free and confidential Employee Assistance Programme
- Online GP Assistance
- Wellbeing programme and support
- Open door listening policy to Senior Leaders

Our people vision:

- Our people are proud of our Trust and the difference we make to young people
- We are all hungry to learn and we offer career development and opportunities for all
- Everyone enjoys coming to work, we are inclusive and listen to our people
- Our leaders serve our people ensuring their professional and personal need are supported
- Our people go the extra mile because they feel well rewarded and valued and that we care

Applications

Applications should be submitted via the Keys Academies Trust website (My New Term link). The completed online application form should be accompanied by a personal statement of suitability.

In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Applications for job share may be made jointly. Please include specific examples which support your application.

We reserve the right to interview earlier if a suitable application is received before the closing date. If an appointment is made, this job advert may close earlier than the stated closing date.

The selection process will consist of a range of tasks as well as a formal interview.

References

We require two satisfactory references before a job offer is confirmed; one of which must be your line manager / headteacher in your present or most recent employment. Please remember to check that your referees are actually available to provide a reference, as failure to do this could cause a delay in confirming your appointment.

Notification of outcome

Shortlisted candidates will be notified of the outcome as soon as possible following the interview process. Please ensure you have given day and evening telephone numbers on which you can be reached.

Should you require any additional information or a tour of the department, please contact: hnelson@keystrust.org

All staff are required to undertake employment checks which include:

- References (for all staff and volunteers)
- Right to work in the UK (ID check)
- Qualification checks
- Barred List check
- DBS check (for all staff and volunteers)
- Childcare Disqualification check (primary only)
- Online Search checks
- Health checks

Safeguarding Statement

Keys Academies Trust (the Trust) is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to an enhanced Disclosure & Barring check along with other relevant employment checks. Disclosure of any criminal convictions and an enhanced DBS check will be required for this post. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. The post may not be exempt from the Rehabilitation of Offenders Act 1974 as certain spent convictions and cautions are 'protected' and are not subject to disclosure. It is important that an applicant provides the School with upfront disclosure of all unspent convictions, cautions, reprimands or warnings. A failure to declare the above (that are not subject to the Disclosure and Barring Service filtering) may disqualify an applicant for appointment and may result in summary dismissal if the discrepancy subsequently comes to light.



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