



## Digital & Helpdesk Coordinator







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*A reputation to rival any  
of its competitors*

**Good Schools Guide**





# Introduction

## Eltham College

**The Eltham College family of Schools comprises Eltham College Senior School, Eltham College Junior School and, since September 2023, Blackheath Prep School.**

Founded in 1842, Eltham College is a thriving, co-educational day school located in south-east London. Originally a boys' school that first accepted girls into its Sixth Form in the late 1970s, Eltham College is now fully co-educational and has nearly 1,100 students in total, including 240 pupils in the on-site Junior School. Eltham College occupies a green 70-acre site in the London Borough of Bromley and was named London Independent School of the Year 2024 by The Sunday Times.

Whilst holding strongly to its ethos of providing a balanced education for its students, the School places a deliberate emphasis on academic success and the School is now regularly found amongst the leading academic schools in the country in terms of results and value added, matching the performance of its main competitors such as Dulwich College, Alleyn's, Trinity School and Sevenoaks School. It also boasts many county and national players in a range of sports, as well as exceptionally talented musicians, actors, authors, scientists, economists, and artists.

Eltham College has a distinctive character, born out of its Christian heritage. It upholds its founding Christian principles, whilst welcoming students of all faiths and none. The School has its own chapel and all students and staff from Year 6 upwards are expected to attend a weekly service led by the Chaplain, a member of the senior staff, or by students. Alongside its emphasis on academic achievement, the School continues to focus on care for each and every pupil. Strong pastoral care, an energetic House system that promotes collegiality, and a relaxed and unpretentious atmosphere make Eltham College a happy and vibrant place for students and staff alike. Students also benefit from an impressively wide range of opportunities outside the classroom through an ambitious co-curricular programme across sport, music, drama and art, and community outreach and enrichment.

Eltham College enjoys superb facilities. In 2019, the Turberville Centre for Mathematics, Languages and Music departments was opened, along with a new Sixth Form Centre and a dedicated medical and wellbeing facility. Extensive and well-maintained sports facilities extend across the 70-acre site, including Astro and hard-court venues, and a large indoor sports centre and swimming pool. There is a drama theatre and a modern art gallery. The Science and Technology Centre has recently been extended, adding four new state-of-the-art laboratories and a science prep room.

The 2022 ISI Regulatory Compliance & Educational Quality Inspection rated Eltham as 'Excellent' in all areas and the full Report can be read [here](#).









## Eltham College Junior School

Eltham College Junior School shares the Senior School's 70-acre site, with an entrance just three minutes' walk along the path from the College itself. It has a second entrance from Mottingham Lane. Fully co-educational, the Junior School is home currently to some 240 girls and boys from Year 3 to Year 6. Whilst very much part of the Eltham College community, the school has its own Head and its own identity.

Eltham College is an all-through school and Junior School students are not required to sit a separate entrance exam for the Senior School. Academic standards and co-curricular provision are exceptional, and great emphasis is placed on pastoral care. Students at the Junior School benefit from use of many Senior School facilities, including the dining hall and the extensive indoor and outdoor sports facilities.

*'Tip top facilities, positive relationships, inspiring teachers and exciting extracurricular opportunities. The easy transfer to the college is surely the icing on the cake.'* **Good Schools Guide 2024**



## Blackheath Prep

In April 2023, Eltham College was delighted to announce a merger with Blackheath Prep to form a family of schools. Blackheath Prep is an independent prep school for just over 370 boys and girls aged 3 to 11. Founded in 1996, it occupies a beautiful five-acre site close to Blackheath village. Its original Georgian and Victorian buildings have been extended and adapted to include large playgrounds and extensive playing fields, tennis courts, cricket nets and a Forest School area.

With outstanding facilities, a formidable track record in academic success and impressive achievements in Music, Sport, Drama and Art, Blackheath Prep's vision is to offer an education without boundaries: to give every child the freedom to shine and achieve their full potential, to uphold academic excellence, sparking curiosity and a joyful love of learning, and to nurture kindness and wellbeing, creating a strong sense of community. Children go on to a range of independent and maintained secondary schools and, as part of the Eltham College family, benefit from a priority application process to Eltham College Senior School. A large proportion (at least 50% of the cohort over the last five years) are awarded academic scholarships at prestigious local independent schools or places at top grammar schools. A large number are also awarded scholarships in Art, Drama, Music and Sport.









# Our Mission and Values

Eltham College's mission is to provide an outstanding and well-rounded education for girls and boys, built on Christian principles, as a thriving and leading institution among London day schools. This mission is supported by seven interdependent aims which shape the overall culture and direction of the school:





# Working for Eltham College

## The Senior Team

The Family of Schools is led by Guy Sanderson, CEO of the Eltham College Family of Schools and Headmaster of Eltham College Senior School.

The senior Executive team is chaired by Guy Sanderson and also includes the following members: James Martin (Senior Deputy Head, Eltham College Senior School), Alex Matthews (Head, Blackheath Prep), the Head, Eltham College Junior School (currently Acting Head, Richard Lock), Robin Wilkinson (Bursar) and Caroline Ward Vine (Director of Marketing and Communications).

## Staff and Professional Development

The three schools employ around 240 members of teaching staff (including teaching support roles) and approximately 110 support staff. All are highly committed to helping students achieve their full potential and form a lively Common Room with a good balance of age and experience.

### Professional Development

There is a strong professional development programme which is encouraged and generously financed for teaching and non-teaching staff. This includes external courses, an internal CPD programme of lunchtime and twilight sessions, speakers being brought in to deliver in-school sessions and learning from peers and colleagues. The Headmaster is personally committed to staff development and spearheads the Devolved Leadership Programme, which is open to all academic and support staff. This enables ambitious and talented staff who are seeking either senior leadership experience or career development to undertake a whole-school project, with mentoring from a current senior leader.

## Pay and Benefits

### **Eltham College offers very competitive salaries and a good range of non-pay benefits.**

All staff are automatically enrolled in a defined-contribution pension scheme (subject to the terms of the scheme). All staff under the age of 70 are entitled to death in service benefit at three times their annual salary.

Lunch is provided free of charge during term time for all staff, in addition to free refreshments available in the Common Room.

All staff also have free membership of the Eric Liddell Sports Centre, giving family access to the swimming pool, fitness room and other facilities at designated times.

There are also electric vehicle and cycle to work schemes, interest free season ticket loans, free eye tests and flu vaccinations. An Employee Assistance Programme is also available for all staff, offering free, confidential, support on a range matters such as financial and legal support and counselling for home-life issues.

Children of staff can be educated at the School if they meet the entrance standards and, at the discretion of the Headmaster, may receive a tuition fee reduction for both Junior and Senior Schools.





## Our Benefits



### Competitive Salary



### Eyecare Vouchers



### Interest Free Loan for Public Transport Season Tickets



### Interest Free Loan for Rent Deposits



### Electric Vehicle Salary Sacrifice Scheme

A tax efficient mechanism for leasing an electric vehicle including installation of a charger cable if applicable.



### Cycle to Work Salary Sacrifice Scheme

A tax efficient means of funding purchase of a cycle with value up to £2000.



### Sport and Fitness

Free membership of the Eric Liddell Sports Centre.



### Free Flu Vaccinations

Provided annually, on site.



### Access to Employee Assistance Programme

Confidential independent advice and support on a range of financial and legal matters, and counselling support.



### Virtual GP Access

Delivered through HealthHero, virtual GP service available 24 hours a day, 365 days a year.



### Free Lunch and Refreshments

Free meals at lunchtime and free refreshments available in the Common Room for all staff during term time.



### Death in Service Payments

All staff under the age of 70 are eligible to receive this at three times their annual salary.



### Fee remission

Employees with children who are eligible to attend the school, who have satisfied the entry criteria as set out in the School's admissions procedure and are awarded a place, may receive remission on school fees.



### Annual Leave Entitlement for Support Staff

Holiday pay, offered at a minimum of 25 days plus bank holidays for full time new joiners (pro-rated for part time staff), increasing with longer service.



### Excellent Transport Links

Rail services to central London and Gravesend/Dartford from Mottingham station (10 minutes' walk) and to central London and Sevenoaks/Bromley/Orpington from Grove Park station (25 minutes' walk). The area is served by a number of bus routes. Limited free parking is available on site. Free parking also available locally.





# The Role and Person Specification

## Job Description

Job Title:	Digital & Helpdesk Coordinator
Reports to:	Director of IT & Digital Strategy
Based:	Eltham College Family of Schools (Multi-Site Role)
Salary:	£45,000 - £55,000

## Job Purpose

The Digital & Helpdesk Coordinator & Team Lead is a team leadership role, responsible for the day-to-day management of IT & Data 1st and 2nd line support, ensuring efficient resourcing, prioritisation, and service delivery across the Family of Schools. The postholder will oversee helpdesk operations and digital support services, ensuring a high standard of IT service delivery for staff and students. They will lead a team of IT Technicians and Learning Technologists, driving a proactive and structured approach to IT support. This role will transform IT & Data support from a reactive to a proactive model, ensuring issues are anticipated and resolved efficiently, minimising downtime, and enhancing the overall user experience. The postholder will also play a key role in service improvements, training, and collaboration with digital strategy initiatives.

## Key Responsibilities

### Centralised IT Helpdesk & Service Management

- Lead the implementation and management of a centralised IT helpdesk to provide a consistent and high-quality support experience across all schools.
- Act as the first point of escalation for complex IT issues, ensuring timely resolution and effective coordination between IT teams.
- Monitor helpdesk performance and service levels, implementing ITIL-based best practices to improve efficiency and responsiveness.
- Identify trends from helpdesk data and proactively address recurring issues through staff training, process improvements, and system optimisations.
- Ensure all support requests are logged, prioritised, and tracked effectively, reducing downtime and enhancing user experience.
- Maintain clear and consistent communication with staff and students, providing regular updates on IT services, issues, and resolutions.

### Team Leadership & People Management

- Line manage the IT Technicians and Learning Technologists, ensuring they are supported, well-trained, and effectively deployed to meet the needs of the schools.
- Foster a culture of collaboration, accountability, and professional growth within the IT support team.
- Conduct regular team meetings, one-to-one check-ins, and performance reviews, ensuring staff development aligns with the school's digital strategy.
- Encourage a proactive, visible, and approachable IT support culture, where staff and students feel confident seeking assistance.





### **IT Project Coordination & Digital Services**

- Oversee internal IT and digital transformation projects, ensuring they start and finish on time and meet the required objectives.
- Act as the key coordinator for IT projects, ensuring internal and external resources are planned, assigned, and monitored effectively.
- Work with the Director of IT & Digital Strategy to ensure projects align with strategic priorities and budget constraints.
- Ensure clear milestone tracking, risk assessment, and timely communication on project progress to stakeholders.
- Serve as the 'fixer' for IT projects, proactively resolving roadblocks, escalating issues where necessary, and ensuring successful outcomes.
- Liaise with third-party vendors, contractors, and internal teams to maintain project momentum and ensure smooth execution.
- Manage deployments of new devices, classroom technology, and business systems, ensuring seamless integration and user training.
- Oversee IT and digital transformation projects, ensuring they are completed on time, within budget, and with minimal disruption to teaching and operations.
- Work with the Director of IT & Digital Strategy to coordinate and implement technology upgrades, new digital initiatives, and system rollouts.
- Liaise with the Network Officer and Cloud & Security Specialist to ensure that infrastructure projects align with operational and security requirements.
- Manage deployments of new devices, classroom technology, and business systems, ensuring seamless integration and user training.

### **Proactive Digital Support & Learning Technologies**

- Ensure Learning Technologists provide high-quality digital training and support to staff, driving engagement with digital tools such as Microsoft 365, SharePoint, and classroom technology.
- Collaborate with academic staff to identify digital learning needs, ensuring that IT services enhance teaching and learning experiences.
- Promote 1:1 device strategies, ensuring students and staff have access to properly maintained devices and necessary support.
- Act as a key advocate for embedding technology in teaching and operations, ensuring IT is recognised as an enabler of innovation and efficiency.

### **Stakeholder Engagement & Communication**

- Serve as a trusted point of contact for key stakeholders, including senior leadership, department heads, and external IT partners.
- Regularly communicate IT service updates, project progress, and key changes to the wider school community.
- Work closely with school administration teams to ensure IT services align with the operational needs of the schools.
- Collect and analyse feedback from end users, making data-driven recommendations for continuous improvement.

### **IT Service Improvement & Strategic Planning**

- Drive ongoing improvements in IT service delivery through structured process reviews and automation where possible.
- Use data from support requests and helpdesk analytics to identify training gaps and recurring IT challenges, enabling informed decision-making.





- Work with external vendors and IT partners to ensure the school receives optimal service, support, and value from third-party contracts.
- Assist in developing the long-term IT strategy, ensuring technology solutions align with school priorities and budget constraints.

## Person Specification

### Key Competencies

- Strong leadership and team management skills, with experience in mentoring and developing IT support teams.
- Excellent communication and interpersonal skills, ensuring clear and confident engagement with staff, students, and stakeholders.
- Highly organised, with the ability to manage multiple projects, priorities, and deadlines simultaneously.
- A proactive problem-solver with a continuous improvement mindset, ensuring IT services evolve to meet user needs.
- Ability to balance technical expertise with a strong service-oriented approach, making IT support approachable and effective.
- Resilience and adaptability in a fast-paced educational environment, with a passion for supporting teaching and learning through technology.

### Essential Criteria

- Experience in an IT service management role, preferably in a school or multi-site environment.
- Strong knowledge of Microsoft 365, SharePoint, and IT service management tools.
- Experience managing helpdesk systems, ticketing workflows, and ITIL best practices.
- Knowledge of classroom technology, 1:1 device programmes, and digital learning environments.
- Strong experience in incident response and IT support coordination.
- Ability to lead IT projects, ensuring successful delivery and minimal disruption.
- Proven ability to work across multiple locations, managing resources efficiently.
- Familiarity with networking, cloud platforms, and cybersecurity best practices.

### Desirable Criteria

- ITIL Foundation Certification or experience implementing ITIL principles.
- Experience in delivering IT training sessions or supporting professional development.
- Knowledge of Apple School Manager, Intune, or other MDM solutions.
- Project management experience, with familiarity with Agile or Prince2 methodologies.
- Understanding of educational technology trends and their impact on teaching and learning.

## Additional Considerations

### Multi-Site Responsibilities

- The role requires travel between school sites to ensure consistent IT service delivery.
- Must be able to prioritise and allocate IT resources effectively across different locations.

### Emergency Response & Critical Periods

- Provide high-level support during critical times, such as new academic term setups, results days, and key school events.



- Be prepared to respond to urgent IT incidents, ensuring minimal disruption to teaching and operations.

### **Training & Professional Development**

- Lead the continuous development of IT Technicians and Learning Technologists, ensuring they have the necessary skills and training.
- Stay updated on emerging IT trends, technologies, and best practices to improve school IT services.
- Foster a culture of innovation, collaboration, and knowledge-sharing across the IT team.





# Terms of Appointment and How to Apply

## Safeguarding

Eltham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All applicants should read the School's Safeguarding Policy and Privacy Notice (available on the school website) and are required to declare any criminal convictions or cautions, or disciplinary proceedings related to young people.

Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. Further details are given on the application form.

## Equal Opportunities

Eltham College is an equal opportunities employer and welcomes applications from all sections of the community. Candidates will be assessed against relevant criteria only (i.e. skills, qualifications, abilities, experience).

## The Application Process

Candidates should read the job description for the role, and complete the application form via the TES website [Eltham College - Tes Jobs](#)

Short-listed candidates will be invited to attend an assessment day May 2025 during which a range of skills, knowledge and experience will be tested.

**Safer recruitment checks will be made at all stages in the recruitment process.**

## Contact Information

For more information about the application process please contact William Townsend Education Support Professionals by telephoning 020 8559 2077 or contacting them via email ([wtownsend@esp-recruit.co.uk](mailto:wtownsend@esp-recruit.co.uk)).

Further details about the School can be found by visiting our websites: [www.eltham-college.org.uk](http://www.eltham-college.org.uk) & [www.blackheathprep.co.uk](http://www.blackheathprep.co.uk)

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