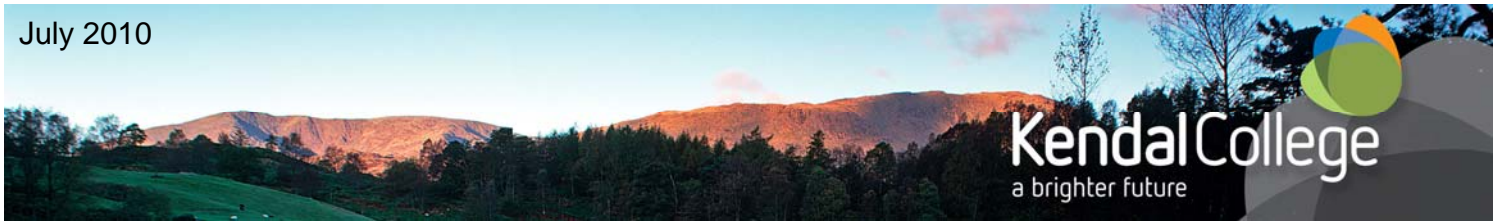
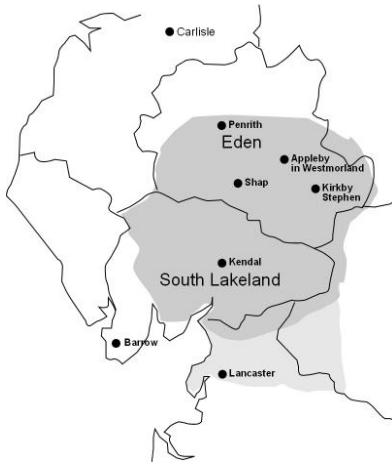


July 2010



Appointment – Network Technician

Full-Time Permanent Position



Welcome

Thank you for your interest in Kendal College. We hope that the following information will give you a general picture of the College's structure, aims and its objectives.

The College

Kendal College is a small general further education college serving the post-16 education and training needs of the mainly rural communities of South Lakeland in Cumbria. It is the only general further education college within a 25-mile radius. For 2008/9 the College had an annual turnover of £7.8 million.

South Lakeland has a population of 104,000. The main employment sections are distribution and retail, services industries, production and construction. The unemployment rate for South Lakeland is 1%, which compares favourably with a national average of 4%. People from minority ethnic groups make up 1% of the population. Educational achievement by young people is high. In 2005, 63% of school leavers achieved five or more General Certificate of Secondary Education (GCSE) grades A* to C, compared with a national average of 56% (05 Ofsted Report).

Following the publication of the final Strategic Area Review (STAR) for both South Lakeland and Eden in particular the College has redefined its catchment area and has further expanded its provision to include Eden and surrounding rural hinterland. The College has entered into a formal partnership with Ullswater Community College in Penrith and has jointly funded a hairdressing and beauty training facility. A similar facility has also been opened at the Appleby Heritage Centre. Both centres are between 30 and 40 miles from Kendal.

The Eden STAR (Strategic Area Review) has highlighted the acute lack of vocational training opportunities for 16-18 year olds and that 20% of young people in Eden leave their Sixth Form studies early. It is evident that vocational subjects and specialism would have been more suitable for these learners (this is one of the reasons that the College is a key FE member of two 14-19 Pathfinder areas, namely the Eden Pathfinder and the South Lakes Federation). The population of South Lakeland and Eden is to expand: In Eden the population increased by 15.9% between 1982 and 2002 and will increase from 50,000 to 57,855 between 2001 and 2026 (Cumbria County Council) and in South Lakeland the population increased by 7.4% between 1982 and 2002 (Office for National Statistics 2003) and this is largely the result of inward migration of people settling in the area. The overall population forecasts for South Lakeland show that numbers will increase from 102,600 to 112,047 between 2001 and 2026. (This provides a potential catchment area for the College between 2005-2026 of 152,600-169,902. The College also attracts a small number of learners from North Lancashire.



College's main site



College's main site



Creative Arts Centre

The College has one main campus and a specialist centre for creative and expressive arts, based in Kendal town centre.

The college has recently completed a £12.9 million new build project on its main site in Milnthorpe Road. £1.5 million was used to upgrade the original building infrastructure, eg new double-glazed windows and heating system. £11.3 million was used to create two brand new buildings, namely the construction and heritage centre which includes electrical installation, wood occupations, brick and stone work, furniture manufacture and plumbing.

The other new building features a new reception, hairdressing salons, conference and seminar facilities, higher education teaching rooms, and a new café which features a balcony overlooking Kendal Castle and the surrounding hills

The College offers provision in 11 areas of learning, but is very limited in science and mathematics, humanities and land based programme areas. Externally funded courses in construction are also offered. To meet the needs of its population, the College provides distance learning and work based learning in addition to its work in the community.

In Cumbria progression into post-16 education is in line with national averages. Of the 13 secondary schools in South Lakeland, 10 have sixth forms and a small number now offer vocational qualifications. In July 2003 the College formed a Limited Company with the local schools with a prime objective of providing seamless provision for 14-19 year olds. The Company (South Lakes Federation) works creatively to improve the learner experience by working on projects such as staff development, special subject clusters and quality improvements. The College offers a wide range of programmes, both full time and part time, from entry level to higher education (HE). The College has effectively delivered HE provision for over 20 years and is now in a position to significantly expand its HE portfolio. The New University of Cumbria was born on 1st August 2007 and the College is a key partner. It also is a member of the wider HE infrastructure – Cumbria Higher Learning. The College is planning several other capital build programmes – its phase 2 development is a £5 million upgrade of its Creative Arts section and merger with the Kendal Museum where Cultural Heritage programmes will be developed further. Phase 2 will also include additional facilities in engineering and sports. In parallel the College is also planning with partners a £30 million HE development.

The College has approximately eleven hundred full time equivalent enrolments (fte's) equating to a head count of over 4,000 learners. There are 140 Apprentices on a range of programmes which include hairdressing and beauty therapy, business administration and accountancy and hospitality and catering and it is anticipated that this will be expanded.

Cumbria Colleges Ltd (CCL) was established in June 2005 to enable the four FE colleges to respond to the emerging employer engagement and 'demand led' agendas.

The College was inspected in November 2006. Inspectors judged all areas inspected to be Good (grade 2) or Outstanding (Grade 1). Inspection identified the following key strengths:

- Highly effective actions since the last inspection
- Outstanding leadership and clear strategic direction
- Good success rates
- Good teaching and learning particularly of practical and vocational subjects
- Outstanding learner support
- Good progression for students
- Effective collaboration and partnership working
- Good response to the needs of employers, community and partners
- Particularly successful 14-16 provision

The college has had a five-year trend of Success Rates that have been consistently above government benchmarks.

College organisation

The Senior Management Team comprises:

Principal	Graham Wilkinson
Director of External Relations and Client Services	Carole Drury
Director of College Information Systems	Craig Owen
Director of Finance and Resources	Louise Shrapnel
Director of Enterprise	Mike Mounfield
Director of Curriculum and Quality	Maggie Cawthorn
Marketing Manager	Paul Goodwin

The Senior Leadership and Management Team consists of the Principal and Directors plus

Head of School Hair, Beauty, Management And Quality	Brenda Brew
Head of School Creative and Performing Arts	Matt Burke
Head of School Health, Social Care, Childhood Studies, Teacher Ed and Additional Learning Support	Paula Hastie
Head of School Hospitality, Leisure & Sport, Construction and Engineering	Robert Marshall-Slater

Equality and Race Relations

Should you decide to apply for a position with the College your application will be given fair consideration throughout the recruitment and selection process. We are an equal opportunities employer, committed to ensuring that applicants are treated equally regardless of age, disability, family responsibilities, marital status, race, colour, ethnicity, nationality, religious belief, gender, sexual orientation, trade union activity, irrelevant criminal convictions, other irrelevant criteria.

Criminal Record Bureau (CRB) Checks – (The Code of Practice is available on request)

The college complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

The majority of posts within the College are defined under the Safeguarding Vulnerable Groups Act 2006 and subsequent regulation as either 'regulated' or 'controlled' and are therefore subject to an Enhanced CRB Check. Application for a disclosure certificate must be made before commencing placement



Recruitment Process

Applications

Application forms may be submitted in writing or maybe downloaded from the internet and submitted by e-mail.. However, if you have a disability and you wish to have or submit this form in another format, such as large print or audio tape, please contact the Personnel Department on 01539 814742. CV's will not be accepted in isolation. Application forms are to be returned to the Personnel Department, Kendal College, Milnthorpe Road, Kendal LA9 5AY, jobs@kendal.ac.uk by Friday 13 August 2010.

Shortlisting

Personal details will be detached from the application form by Personnel and will not be seen by the shortlisting panel. All applicants are individually and independently assessed against specific criteria. Candidates who most closely correspond to the criteria are invited to interview. Unless you have indicated on your application form that you do not want referees to be approached without prior permission we may approach your referees prior to your interview.

All disabled applicants will be guaranteed an interview if they meet the minimum selection criteria for the job.

The Selection Process

This is an important appointment for the College and whilst Kendal College endorses an equal opportunities strategy, the selection process will be rigorous. It is particularly designed to provide candidates with as much information as is necessary for them to be confident in their decisions. Naturally this is also designed to enable the College to enquire into the background and experience claims of candidates.

Candidates for teaching posts will be asked to prepare and deliver a micro teaching session as part of the assessment process, as well as completing an in tray exercise. Applicants should be aware that further shortlisting may take place at any time during the interviewing process.

Please note: If the College has not contacted you regarding your application within 4 weeks of the closing date, you must assume that your application has been unsuccessful.

Aims and Objectives

The College's Mission is to "Work in partnership with key stakeholders to provide high quality exciting vocational education for the community, which enables all learners to achieve their full learning and skills potential". We aim to achieve this by continuously reviewing and. We aim to achieve this by continuously reviewing and raising the standard of our teaching and learning resources and extending the portfolio of courses available.

The College has successfully achieved the Investor in People Award year on year and is committed to ensuring its success through effective leadership and management. A consultative management style is adopted within the College and a variety of formal and informal communication methods are used to ensure employees' understand the College's aims and objectives and are kept informed as to the College's progress throughout the year. New employees will undertake induction training and will have regular formal and informal reviews with their manager during the probationary period of 10 months duration. Additional coaching and mentoring is also available on request. Performance targets are set for all employees on an annual basis, linked to College objectives. Development needs are identified and prioritised to help staff to succeed in their role. Continuous personal development is positively encouraged.

The Post

Network Technician – Full-time Permanent

Holiday entitlement is 25 days plus 5 days Christmas closure and statutory Bank Holidays.

The college offers final salary pension scheme and membership of a health cash plan.

Salary

Band C (Points 12 – 15) £16,815 - £18,303

Probationary Period

The first 10 months of employment will be a probationary period during which the suitability of the post holder for the position will be assessed. The Corporation reserves the right to extend the probationary period, if in its opinion circumstances so requires.

JOB DESCRIPTION

Kendal College is committed to safeguarding and promoting the welfare of children, young adults and vulnerable adults and expects all staff to share in this commitment

Job Profile

Job Title:	Network Technician
Responsible to:	Head of Finance & Resources
Responsible for:	N/A
Liaison with:	College staff and learners
Contract:	Band C Points 12 - 15

Summary of Responsibilities

The IT Technician will work as part of a team providing efficient and effective information technology services and excellent standards of customer care throughout the College to support both staff and learners. A high priority is placed upon effective working relationships and open communications with users, academic and support staff and with the College's "outlying" sites

The post holder will be expected to have a high degree of professionalism, technical competence, and good interpersonal and networking skills including the ability to work independently. In order to provide a continuous service the post holder will need to be flexible and able to prioritise tasks.

Responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Principal Duties

- To ensure the College network operates satisfactorily
- To provide technical advice, support and assistance to users to enable them to make full use of services, resources and facilities
- To maintain "loan stock" (i.e. laptops)
- To install, test, inspect and configure IT equipment
- To provide first line fault diagnosis and repair or replacement of faulty hardware
- To ensure that all IT hardware is well maintained and functioning properly and safely
- To install software and ensure its upgrade as appropriate
- To liaise with IT curriculum staff to ensure that software and hardware required for teaching and learning is installed and operational when required
- To ensure adherence to software licence agreements
- To demonstrate and/or set up IT, media equipment and facilities
- To assist with the deployment of desk top services, re-imaging, new set ups etc
- To adopt and work within College policies and procedures and help identify, minimise and eliminate any health and safety issues

- Attend relevant staff development (internally and externally) and apply the knowledge in the workplace
- Ensure a high level of customer care at all times.
- Participate in Performance Management and Professional Development activities as required.
- Be actively involved in the organisation's continuous improvement culture.
- Value diversity and promote equal opportunities.
- Participate in cross College events and other marketing activities.
- Work within Health & Safety guidelines and be aware of your responsibilities for health and safety.
- Adhere to College policies and procedures.
- Carry out any other duties commensurate with the post.

This job description is current at date shown and may be amended from time to time after consultation

Date: October 2006

Signed – Job Holder:

Signed – Line Manager:

PERSONAL SPECIFICATION**POST: Network Technician**

As a College employee you will be expected to embrace College values and implement College policies and procedures by:-

- Seeing learners as our priority
- Embracing equal opportunities and respecting diversity
- Working co-operatively with colleagues
- Respecting and valuing the work of all our stakeholders
- Striving for continuous improvement
- Adhering to College policies and procedures
- Promoting the welfare of children, young people and vulnerable children

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to HND level standard or equivalent, or having equivalent experiential learning • IT qualifications 	
Experience	<ul style="list-style-type: none"> • Experience of working in a customer service environment • Experience of providing IT and media support • Experience of installation and maintenance of IT and media equipment 	<ul style="list-style-type: none"> • Experience of working in a similar position
Knowledge and Skills	<ul style="list-style-type: none"> • Well presented and able to communicate with staff and students at all levels • ICT literate • Current knowledge of, and interest in, ICT • Ability to contextualise IT and technical knowledge for all users • Good working knowledge of Windows and Office products • Good troubleshooting skills • Ability to work well with colleagues and contribute to an effective team • Committed to providing a healthy and safe environment as well as being aware of issues of equality and diversity 	<ul style="list-style-type: none"> • Full current driving license

Essential requirements are those without application will not normally be considered for appointment