



**MHS**  
Reigate

# HEAD OF IT CANDIDATE PACK



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# ABOUT MOON HALL

Moon Hall School is a leading independent day school in Reigate for bright dyslexic children aged 7-16. We are specialists in teaching pupils with specific learning differences and provide tailored education that nurtures confidence, creativity and academic success. We pride ourselves on:

- Outstanding pupil support and small class sizes
- A nurturing, warm and inclusive atmosphere
- Innovative teaching practices and a commitment to pupil wellbeing
- Nationally recognised leadership in dyslexia education
- A vibrant and growing school community with exciting future development – including sixth form, international centres and CPD training hubs

Moon Hall is not just a school – it is a movement to reshape the way we see learning differences.

# MOON HALL INTRODUCTION



Moon Hall School's history started in 1985 when the school was set up by Mrs Berry Baker. Mrs Baker recognised that local schools were not able to provide an appropriate and positive environment for her eight-year-old dyslexic son. They did not have the knowledge required to help him and meet his specific learning needs; although a bright child, mainstream schools did not understand his learning style, and he had not responded well to their teaching methods or provision. Mrs Baker was already a qualified teacher and encouraged by a friend, also with a dyslexic child, she established a school in her own home, Moon Hall. Within four years she had twelve pupils, the maximum permitted for home teaching. With more applicants than places, a move was necessary. Mrs Baker and the other parents of the original Moon Hall students realised that the interests of the children would best be served if they could have all the skills of a specialist dyslexia school within mainstream education. Moon Hall School, Reigate is now well established on-site at Burys Court and provides a full GCSE curriculum together with a wide range of sporting and other activities. Since the first lessons at the kitchen table, our ethos and values remain and over 1000 children have benefitted from a Moon Hall education. Our remit is to provide the environment, understanding and strategies to equip bright children with the confidence and ability to overcome the barriers they will face.

## OUR AIMS AND ETHOS

Moon Hall School, Reigate provides a supportive school environment for dyslexic children where expectations for diligence and achievement are high. We enable our pupils to take full advantage of their intellect and talents by learning how to manage their dyslexia.

## OUR VALUES

Our ethos is underpinned by the basic values of: Tolerance Courage Respect Resilience Integrity. We practise and teach our pupils these values as well as those of democracy, diversity and equal opportunity. We welcome pupils of all religions and of none. We know that in the right environment, with the right support and encouragement, all our pupils are capable of achieving their potential, both in their personal development and academically. Our pupils are girls and boys, aged 7-16, from many of the Southeast counties. The pupils are encouraged to embrace their wonderful and often creative way of thinking and celebrate – not fear – their dyslexia. Our school's primary purpose is to educate and support our pupils and to ensure their wellbeing. We can only achieve these objectives for our pupils with highly committed, professional staff. We aim to work as a collegiate organisation with mutual respect for and reliance on, the contribution made by each other. Our staff have the knowledge and expertise to help our pupils succeed and excel in the learning environment that we provide. As a school, we understand the difference and know how to make a difference.





**JOB TITLE:** Head of IT

**RESPONSIBLE TO:** Bursar

## THE ROLE:

The Head of IT is responsible to the Bursar for the day-to-day IT service delivery. They provide visionary leadership, aligning IT solutions with academic and business needs, and ensuring excellence in customer service, governance, and compliance. The role includes ownership of IT policies, regular reporting, and representing IT at the Steering Committee, with a focus on strategic planning and innovation.

The Head of IT is responsible for the IT Team and their responsibilities.

The role involves operating and monitoring IT systems 24x7x365 system functionality and emergency response.

Some out of hours work will be required and some travel between potential sites will be required as per business needs.

## KEY RESPONSIBILITIES

### Key Duties

- Lead IT service delivery, ensuring excellence in uptime, customer service, security and compliance.
- Line-manage the IT team, providing mentorship, support, and escalation expertise.
- Translate academic and operational requests into technical solutions and IT strategies.
- Own IT policies, documentation, standard operating procedures, and ensure regular governance and risk analysis.
- Prepare and present monthly management reports to senior leadership.
- Represent IT at the IT Strategy Group and disseminate the IT strategy to the team.





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### Key Technologies

- It is desirable that this member of staff has a working knowledge of the following technologies:
- Fortinet (FortiGate, FortiSwitch, FortiWiFi)
- Sophos (Endpoint Protection, XDR & MDR)
- Microsoft Suite across O365 and Office Applications
- Microsoft Intune
- Windows 11
- Apple Hardware and Services across iPad, Apple TV and Apple Classroom
- Hardware (Endpoint, Servers & Storage)
- Jamf
- Extreme Networks WiFi, HPE Aruba (Wireless & Switching)
- Salamander
- Veeam Backup or similar solutions.
- Email Protection (Barracuda, Microsoft Defender, etc)
- Web-filtering solutions such as FastVue, Smoothwall or Securly
- Helpdesk Platform using ITIL framework
- Microsoft PowerBI
- Microsoft PowerAutomate
- Microsoft Dynamics
- iSAMS MIS
- Microsoft SQL
- Windows Server



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### **General Responsibilities & Accountabilities**

- **Network & Infrastructure Management:** Oversee, configure, and manage the core IT network, including servers, cloud solutions, and internet connectivity to ensure maximum uptime, resilience, and speed.
- **Cybersecurity:** Develop and enforce a robust cybersecurity framework. Ensure the schools' systems are maintain and managed to NCSC best practices. Monitor for and mitigate threats, ensuring compliance with data protection standards and best practices.
- **System Architecture:** Working with the schools trusted partners, design and implement IT architecture and roadmaps that align with both current and future needs of the School.
- **Backup & Disaster Recovery:** Develop and maintain a robust backup best practice and disaster recovery plans, ensuring that all critical systems and data are backed up and recovery processes are tested and validated regularly.
- **Server & Cloud Management:** Manage on-premises and cloud environments, ensuring optimal performance, security, and scalability.
- **Hardware & Software Oversight:** Direct the team in hardware and software deployment, updates, and lifecycle management, including PCs, network equipment, and telephony systems. Oversight of annual upgrades and a rolling replacement program.
- **MIS & Data Management:** Support and optimise the School's MIS and associated systems, ensuring data integrity, security, and accessibility across departments, including finance and payroll systems.
- **Asset & Licensing Management:** Maintain a central database of hardware and software assets, track license renewals, and ensure compliance with software licensing requirements.





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### **Technical Strategy**

- IT Strategy Development: Collaborate with senior leadership to build and implement a strategic IT plan that leverages the latest technology to meet the School's operational and educational needs.
- Emerging Technologies: Keep abreast of developments in IT to identify and recommend suitable new technologies, systems, or processes that enhance the School's technical capabilities.
- Change Management: Design and implement structured change management processes for IT systems, ensuring that updates, upgrades, and migrations are meticulously planned and documented.
- IT Strategy Group: Represent the IT Dept at IT Strategy Group meetings.

### **Team Management & Support**

- Technical Oversight of IT Team: Lead the department to ensure effective and efficient support across all School IT systems and infrastructure. Maintain high service standards by establishing and monitoring Service Level Agreements (SLAs) to ensure prompt issue resolution and optimal responsiveness in meeting user needs.
- Customer Service & Service Excellence: Develop and implement a helpdesk service excellence framework that prioritises customer service stratification and responsiveness ensuring that the IT team provides timely support in line with SLAs. Regularly evaluate service metrics and gather feedback to continuously improve the IT department's performance and responsiveness to both routine and critical incidents.



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- **Performance Management:** Conduct regular performance appraisals for IT team members, set technical and service-oriented goals, and assess skills to ensure alignment with the School's IT strategy and service delivery standards. Identify areas for improvement and provide resources to support professional growth and alignment with service goals.
- **Staff training:** In collaboration with the SLT and the IT team, identify and assess staff training needs. Develop, coordinate, and implement an IT training plan for staff.

### **Compliance & Safeguarding**

- **Policies and documentation:** Ensure departmental documentation is accurate, current, and well-maintained across all systems. Develop, update, and distribute relevant policies to uphold excellent IT governance standards including legal/regulatory requirements such as acceptable use, data protection and security and copyright.
- **Data Protection Compliance:** Implement and monitor compliance with data protection legislation, coordinating with the Bursar and other stakeholders to ensure data is securely managed and appropriately accessed. Supporting with other GDPR related enquires (including Subject Access Requests and Data Protection Impact Assessments).
- **Safeguarding:** Collaborate with the Designated Safeguarding Lead (DSL) to monitor and report on internet and network usage, ensuring alignment with KCSIE guidance and the schools' safeguarding policies.





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### **Data Protection Officer (DPO)**

- The DPO is responsible for advising school leaders and staff about their data obligations. monitoring compliance. conducting regular data audits
- Advise the school and its employees about their obligations under current data protection law, including the General Data Protection Regulation (GDPR)
- Develop an in-depth understanding of the school's processing operations, information systems, data security processes and needs, and administrative rules and procedures
  - Monitor the school's compliance with data protection law, by:
  - Collecting information to identify data processing activities
  - Analysing and checking the compliance of data processing activities
  - Informing, advising and issuing recommendations to the school, ensuring you remain an expert in data protection issues and changes to the law, attending relevant training as appropriate
- Ensure the school's policies are followed, through:
  - Assigning responsibilities to individuals
  - Awareness-raising activities
  - Co-ordinating staff training
  - Conducting internal data protection audits
- Advise on and assist the school with carrying out data protection impact assessments, if necessary
- Act as a contact point for the Information Commissioner's Office (ICO), assisting and consulting it where necessary, including:
  - Helping the ICO to access documents and information
  - Seeking advice on data protection issues



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- Act as a contact point for individuals whose data is processed (for example, staff, pupils and parents), including:
  - Responding to subject access requests
  - Responding to other requests regarding individuals' rights over their data and how it is used
- Take a risk-based approach to data protection, including:
  - Prioritising the higher-risk areas of data protection and focusing mostly on these
  - Advising the school if/when it should conduct an audit, which areas staff need training in, and what the DPO role should involve
- Report to the governing body on the school's data protection compliance and associated risks
- Respect and uphold confidentiality, as appropriate and in line with data protection law, in carrying out all duties of the role
- Undertake any additional tasks necessary to keep the school compliant with data protection law and be successful in the role

### **Additional DPO responsibilities**

- Maintain a record of the school's data processing activities
- Work with external stakeholders, such as suppliers or members of the community, on data protection issues
- Take responsibility for fostering a culture of data protection throughout the school
- Work closely with other departments and services to ensure GDPR compliance, such as HR, legal, IT and security





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This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all responsibilities tasks and duties. The jobholder's actual responsibilities, tasks and duties might differ from those outlined in the job description and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.

This job description is subject to review in line with the developing needs of the school.

### **Safeguarding**

Our school is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS Check (List 99, Declaration of Fitness to Work, Self Declaration). As an equal opportunity employer, we welcome applications from all sections of the community.

This post will be subject to an enhanced DBS Disclosure.

SKILLS AND COMPETENCIES REQUIRED	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Management qualification or equivalent experience	■	
Bachelor's degree in information technology, computer science or information systems (or relevant industry experience)	■	
Industry certifications (e.g. BCS, MCP, CISSP, PMP, ITIL, CIO-level)		■

### Knowledge and Experience

Proven experience in IT leadership roles – prior experience or understanding of the unique technology needs required in an academic environment would be highly advantageous		■
Experience of implementing and supporting assistive technologies that would aid pupils with SEND, particularly dyslexia, and an understanding of the role of assistive technology and accessibility software in supporting learners with dyslexia and other SEND, would be an advantage		■
Experience of Project Management methodologies and tools	■	
Track record of budget ownership and financial accountability	■	



SKILLS AND COMPETENCIES REQUIRED	ESSENTIAL	DESIRABLE
Up to date knowledge of data protection / GDPR legislation, experience in maintaining data protection records, processes and procedures, including delivery of Subject Access Requests (SARs)	■	
Ability to manage a team of technical specialists	■	
Familiarity with relevant compliance and regulatory standards	■	

### Skills and Abilities

Demonstrate a commitment to safeguarding and ensure the welfare and wellbeing of all pupils in the School	■	
Excellent leadership and interpersonal skills, with a track record of building high-performing teams and building trust through collaboration and responsiveness	■	
Up to date technical knowledge of a wide range of networks, systems and emerging technologies	■	
Positive and proactive approach with the confidence to support new initiatives	■	

SKILLS AND COMPETENCIES REQUIRED	ESSENTIAL	DESIRABLE
In-depth knowledge of IT systems, infrastructure, security, and emerging technologies	■	
Ability to work as part of a team, building strong working relationships with all colleagues	■	
Ability to handle confidential information with complete discretion	■	
Exceptional communication skills, both written and verbal	■	
Demonstrably strong strategic thinking and problem-solving abilities	■	





**Apply Now**



## **GENERAL REQUIREMENTS**

In accordance with the provisions of the Health and Safety at Work Act 1974 (as amended) and the Management of Health and Safety at Work Regulations 1999 (as amended) you must take reasonable care not to endanger yourself or other persons whilst at work. You comply with Moon Hall School's legal duties for Health and Safety. It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Moon Hall School is committed to safeguarding and promoting the welfare of its pupils and expects all employees to share this commitment. Employees must, at all times, have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004 (as amended) and Keeping Children Safe in Education (as amended) and be fully aware of, and understand, the duties and responsibilities that apply to their role in relation to these requirements. All employees must attend appropriate training in accordance with School and local Safeguarding Board stipulations



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**START DATE: AS SOON AS POSSIBLE**



## GENERAL REQUIREMENTS

This post is exempt from the Rehabilitation of Offenders Act 1974 and the School 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.

Moon Hall School exists to provide a quality all round education for pupils aged 13 – 18 and is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Candidates must be prepared to undergo child protection screening and an Enhanced DBS check.

You will be required to provide proof of your identity, right to work in the UK and qualifications during the selection process. We may seek references on short-listed candidates that will include questions about past disciplinary actions or allegations in relation to behaviour with children and may approach previous employers for information to verify particular experience or qualifications before interview. We may also carry out online searches for shortlisted candidates.

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