

CANIDATE PACK

IT Service Delivery Lead



Start date:
September 2026

Location:
Various schools across the Trust

Part of

Our Mission

Passionate about potential, we promise to realise the unique talents and abilities of the children and young people entrusted to London South East Academies Trust.

Ambitious for every child, we will work tirelessly to ensure that progression and their 'next step' is always in reach. We recognise and respect the diversity and strength that our different schools bring to our community, within the school and beyond.

Our mission is to create a network of outstanding schools that:

- Promote excellence
- Celebrate diversity
- Enable personal development and achievement
- Foster social value in their communities





Our Vision

Our vision is to create a future where every child, in every school, can flourish every day.

- Give all children an inspirational school offer
- Ensure the educational achievement of every child and young person entrusted to us.
- Have a relentless focus on accelerating learning
- Reward ambition and high aspirations through all of our schools
- Maximise the strength of our diversity
- In areas of social and economic deprivation we will improve the life chances of children and young people
- We will actively challenge social inequality
- Create a diverse network of high performing schools



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The Trust's commitment to improving outcomes for some of the most vulnerable children in South East London, East Sussex, Lambeth and Surrey has been impressive and continues to make a significant difference enabling these boys to achieve and thrive.

Maria Dawes - CEO, Schools Alliance for Excellence

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Job Description

Job Title: IT Service Delivery Lead

Salary: LSEAT Central spine point 44 to 47

Hours: 32.5 hours over 52 weeks

Reporting To: Group Director of Emerging Technologies & Trust Information Systems

Are you passionate about technology and delivering excellent customer service?

London South East Colleges is seeking an enthusiastic and motivated IT Service Delivery Apprentice to join our growing Digital Services team. This is an exciting opportunity to gain hands-on experience providing high-quality IT support across a large and diverse education environment, while developing the technical, communication, and problem-solving skills needed for a long-term career in IT service delivery.

Working across our campuses, you will support staff and students by resolving IT issues, assisting with service requests, and ensuring technology services run smoothly. You will work alongside experienced IT professionals, contribute to service improvement initiatives, and play a key role in delivering an excellent user experience that supports teaching, learning, and business operations across the College.

London South East Colleges (LSEC) is one of London's largest and most successful further education providers, with seven campuses across Bexley, Bromley, Greenwich and Lambeth and around 1,000 staff. Each year, we support more than 13,000 students through a wide portfolio of vocational courses, apprenticeships and other programmes that are closely aligned to employer and industry need.

What brings people to work here, and keeps them here, is the sense of purpose. We exist to change lives through learning, and that ambition runs through everything we do. Our staff work with learners from all backgrounds, many of whom face significant barriers, and play a direct role in improving social mobility and life chances across south east London and beyond.



Job Description

- Lead delivery of IT services across Trust schools.
- Manage supplier performance against agreed KPIs and SLAs.
- Build strong relationships with Headteachers, School Business Managers and senior leaders.
- Promote consistent and high-quality IT support across all sites.
- Act as the escalation point for operational service issues.
- Coordinate suppliers and ensure effective collaboration across projects.
- Produce clear reports and performance data for leadership.
- Maintain service documentation, procedures and standards.
- Support cyber resilience, governance and operational compliance.





Main Purpose Of The Role

- Lead operational delivery of IT services across the Trust to ensure a consistent and high-quality service.
- Coordinate Managed Service Providers and ensure delivery aligns with contractual expectations.
- Monitor service performance and drive continuous improvement.
- Support delivery of the Group Digital Strategy through strong operational management.
- Ensure readiness for new systems, services and technology rollouts.
- Maintain operational standards, documentation and service catalogues.
- Support procurement, supplier onboarding and transitions.
- Contribute to governance, cyber security and disaster recovery readiness.
- Translate strategy into clear operational delivery plans.

Professional Development

- Take part in appraisal processes.
- Undertake training in IT service management, supplier management and leadership.

Personal and Professional Conduct

- Maintain high professional standards in all interactions.
- Build trust with stakeholders across schools and central teams.
- Work within governance, compliance and policy frameworks.

This role will adapt to Trust needs. Duties may change in line with operational priorities while maintaining the overall purpose of the role

Our Values

SUCCESS

Success is for all. We create a culture of continuous improvement, encouraging all learners and staff to strive to be better, and succeed.

TEAMWORK

We work together to maximise the talent and abilities of all, with our learners central to every choice we make.

ACHIEVEMENT

We have ambition for our learners and staff so that they can achieve and exceed with courage, resilience and determination, realising their own unique potential

RESPECT

We empower our learners and our staff to be respectful, to value diversity and to maximise this as a talent and strength.

SERVICE

Our purpose is to serve our learners and our communities. Leaders at every level serve with integrity, ensuring our learners achieve and progress in society.

Person Specification

Specification	Desirable	Essential
Qualifications	Project Management/ PRINCE2 Foundation or equivalent	Degree or equivalent experience Good level of education to Level 2 or equivalent (including GCSE English & maths) UK Driving Licence and ability to drive to current/ prospective school sites
Knowledge and Experience	Experience of using financial / project management tools Understanding of cyber security fundamentals Experience within education or Multi Academy Trusts Knowledge of DfE Digital and Technology Standards Experience with Microsoft Intune, Azure and cloud services	Experience managing outsourced IT suppliers Experience delivering IT services across multiple sites Experience in service improvement and operational reporting Knowledge of Microsoft 365 and service management principles Experience managing outsourced IT suppliers

Specification	Desirable	Essential
Skills and Competencies	The ability to work under pressure and to deadlines both independently and as part of a team Ability to analyse data and produce reports	Strong stakeholder and relationship management Clear communication skills, written and verbal Ability to manage service performance and improvement Ability to coordinate suppliers and design projects The ability to summarise information and highlight key features Be able to deal with people in a calm and courteous manner The ability to work with discretion and maintain confidentiality
Other Qualities	Focus on customer service and outcomes A commitment to continuous professional development at both personal and team levels	Well organised and reliable A can-do attitude with an eagerness to get things done well Strong problem solving skills Professional and approachable Able to work under pressure Demonstrate a commitment to safeguarding

What we offer

- Friendly, enthusiastic, delightful pupils and students who teach us something new every day
- A committed and caring staff team who support and develop each other A proactive and supportive SLT who are actively mindful of workload
- A collaborative approach to planning and problem-solving
- A comprehensive induction and an ongoing extensive CPD programme
- Opportunities to develop your skills and talents
- Small class sizes with high staff/pupil ratio
- Free parking on site
- Advantages of belonging to a multi-academy trust, e.g. discounts on gym and wellbeing services, access to free and confidential Occupational Health and Employee Assistance Programmes
- Excellent Pension Schemes - Including employer contributions to the Teachers' Pension Scheme, Local Government Pension Scheme, or Nest.
- Professional Development - Access to high-quality training, leadership development, and career progression opportunities
- Employee Assistance Programme - Providing free, confidential support.
- Travel Support - annual season ticket loan and cycle-to-work scheme.
- Well-being and Lifestyle Benefits - including access to gym discounts, discounts in our in-house college restaurant, and reduced-price hair and beauty treatments.
- Free mortgage and financial advice - Get 15% off wills with Radnew and Mortgages.

How to apply

If you wish to discover more about this exciting opportunity, request a copy of this candidate pack or an application form please contact: The People Team.

Part of

