

Bancroft's

Independent Co-educational Day School 7–18

Candidate Information Pack

Senior First Line IT Support Technician

Required from November 2026



Welcome from the Head

Thank you for your interest in joining our vibrant, friendly and purposeful Bancroft's School community. Whatever their role, all Bancroft's colleagues work in a spirit of shared endeavour to create the conditions for our pupils to enjoy their time at school, to be inspired and supported to do their best, and to be ready to thrive in their adult lives.

Bancroft's is a long-established 7-18 independent school with an excellent reputation for academic success within a holistic and nurturing educational framework. Highly regarded and much sought after in the local market, the School is financially robust with a clear and positive vision for the future. Though proud of our traditions, we are open-minded and imaginative in our approach to staff recruitment. We are especially keen to hear from applicants who would add to the ever-increasing diversity of our workforce.



We have recently completed a merger with two local schools – Woodford Green Preparatory School and St Aubyns' School – providing additional opportunities for staff, especially support staff, to work across the Bancroft's Family of Schools.

On the teaching side we welcome colleagues from the state and independent sectors as well as those joining the profession as Early Career Teachers. Our teachers benefit from extensive professional development and enjoy working with bright, highly motivated pupils across the full range of academic, pastoral and co-curricular contexts and pursuits.

We recruit support staff from a wide range of professional backgrounds and are equally keen to consider candidates versed in the education sector as well as those who bring transferable experience and additional perspectives. Ongoing training of support staff is a high priority and we are proud to develop colleagues' skills during their careers with us.

Please look at our website and the information in this pack for a more detailed understanding of what a role at Bancroft's could offer you. I hope we have the opportunity to meet you at interview.

Our School *Values*



Balance



Kindness



Excellence



Curiosity



Integrity



Courage

With best wishes

Alex Frazer

Alex Frazer
Head of Bancroft's



*Watch
our pupils
interview
Alex*



BeingBancrofts



240
clubs and
activities

Co-Educational
Day School
founded in
1737



4 Houses

*North
East
West
School*

77%
of all **GCSE**
papers graded
at **9-8** in
2026

A*-A
75% of **A Levels**
were graded
A*-A
in 2026

250 **Staff**
Members

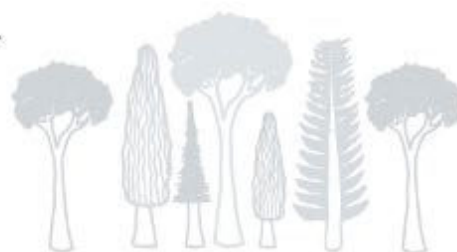
17
acres of
playing fields

511
sports fixtures
in 2025/2026

8200
books borrowed from
the library in 2025/2026



Located on the border
of **London** and **Essex**
with direct access
to **Epping Forest**



1150
pupils aged between
7-18 who join at
7+, 11+ or 16+

95%
of our Year 9 pupils
participate in the
Duke of Edinburgh's Award

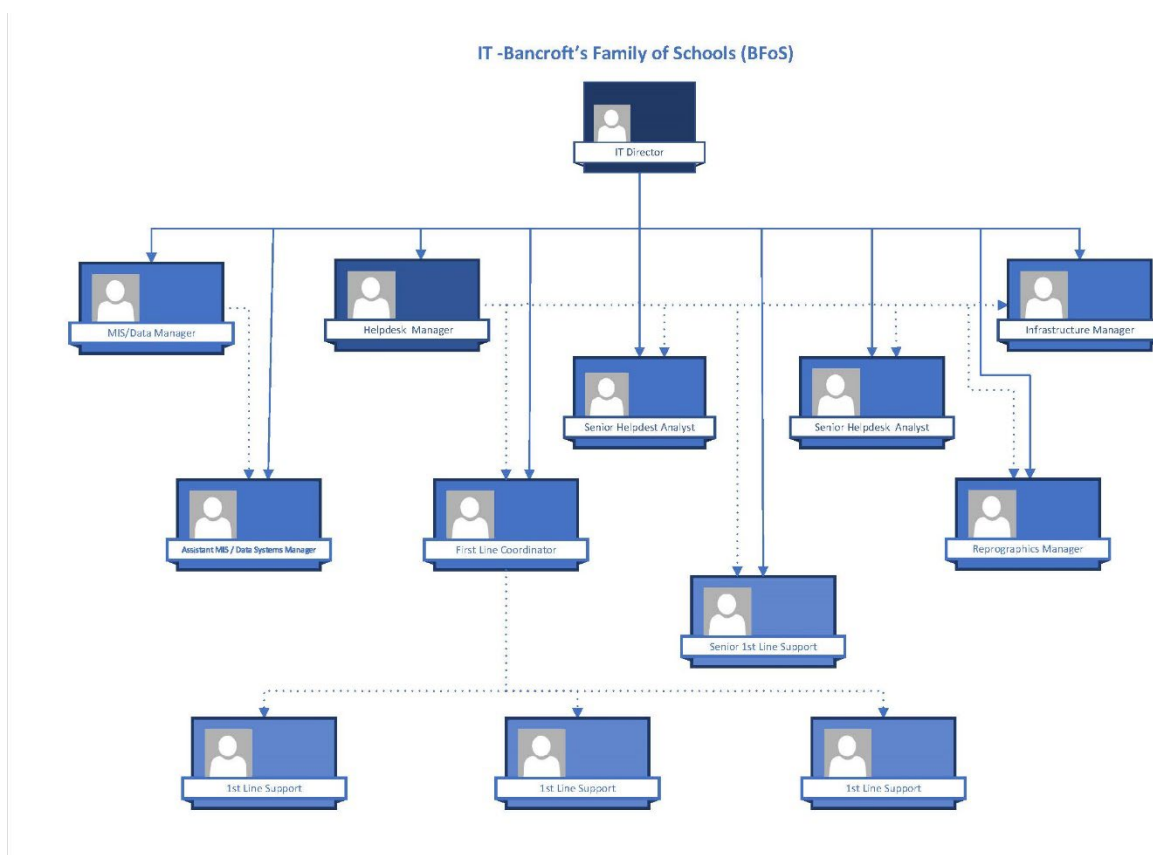


The *Department*

The IT Department supports three schools within the group. The team comprises the IT Director who currently leads a team of ten staff outlined in the organisation chart included in this job pack. The 1st Line Support role at Woodford Green Preparatory School is currently vacant with 2nd – 4th Line support being provided by a combination of in-house resource and a managed service provider. St Aubyn's School has a full time IT technician with additional support provided by a managed service provider.

Bancroft's School is in a transitional year following the completion of the mergers with Woodford Green Preparatory School and St Aubyn's School on 1 September 2026. This is a new role which will provide additional capacity for the Bancroft's IT Dept which will over the course of this year, assume responsibility for the IT eco-system across the Bancroft's Family of Schools (BFoS). While the postholder will be expected to work across all schools, the focus for this role will be in support of Woodford Green Preparatory School in the first instance with support to the other schools as the priorities and requirements determine.

Woodford Green Preparatory School is currently using Google Workspace while the other schools use Microsoft suites. The successful applicant will need to be experienced in both.



The *Role*

To provide high-quality first-line IT support to staff and pupils across the Bancroft's Family of Schools (BFoS), which comprises Bancroft's School, St Aubyn's (Woodford Green) School and Woodford Green Preparatory School, acting as the senior point of escalation within the first-line support team. The postholder will also undertake more complex second-line tasks such as server maintenance, network troubleshooting and system administration, working closely with the First Line Support Coordinator and Network Manager to maintain a reliable and secure IT service for c. 1,900 pupils and c. 440 staff.

This role reports to the First Line Coordinator, and will be based at Bancroft's School. The successful candidate will provide support across all of the schools, with a focus initially on Woodford Green Prep School.

Working Hours

The post is 52 weeks per year. The working hours are 37.5 per week, Monday to Friday, 8.00am to 4.00pm with 30 minutes unpaid lunch.

Remuneration

Indicative salary: £30,000 – £33,000 per annum, dependent on experience and qualifications, reflecting the senior and multi-site nature of the role.

Benefits include contributory pension scheme, generous holiday entitlement, fee remission (where applicable), free lunches during term time, Employee Assistance Programme, private medical insurance, cycle to work scheme and access to school fitness facilities.



The *Person*

Person Specification:

	Essential	Desirable
Education	GCSE Maths and English	Relevant certifications (CompTIA A+/Network+, Microsoft, ITIL Foundation)
Experience	Proven experience in an IT support role, ideally within a school or multi-site organisation Experience supporting classroom AV equipment Experience of mentoring or supervising junior colleagues	Experience with school MIS systems, specifically iSAMS (Bancroft's), Schoolbase (St Aubyn's) and WCBS (Woodford Green Prep) Knowledge of safeguarding requirements relating to filtering and monitoring (Keeping Children Safe in Education - KCSIE) Full, clean UK driving licence (for travel between sites)
Skills	Strong working knowledge of Windows and/or Mac OS, Active Directory, Office 365 / Google Workspace Solid understanding of networking fundamentals (DHCP, DNS, VLANs, Wi-Fi, firewalls) Excellent communication skills, able to explain technical issues clearly to non-technical staff and pupils Ability to prioritise and manage a busy ticket queue independently across multiple sites Strong team player with the ability to work independently	
Personal Qualities	Hard working Friendly and approachable Reliable and resilient	

Key *Responsibilities*

Below is a summary of the key responsibilities of the Senior 1st Line IT Support Technician.

1st Line Support:

- To log, triage and resolve helpdesk tickets covering hardware, software, printing and network issues within agreed SLAs
- To support classroom technology (interactive whiteboards, projectors, visualisers, AV systems) and respond promptly to lesson-time faults
- To manage user accounts, passwords and permissions across Active Directory / Google Workspace / Microsoft 365
- To set up, image and maintain staff and student devices (laptops, desktops, tablets, Chromebooks)
- To provide day-to-day support and basic training to staff and pupils on standard software and systems
- To act as first point of escalation for the three 1st Line Support Technicians, mentoring and guiding them on complex or sensitive tickets
- To support the deployment and maintenance of the school's MIS (e.g. iSAMS, SIMS, Arbor) at first-line level

2nd Line Support:

- To diagnose and resolve escalated issues involving servers, network infrastructure and core school systems
- To provide operational support for multi-site network connectivity, Wi-Fi access points, and switches, escalate complex network infrastructure
- To support backup routines, patching schedules and assist with web filtering and security monitoring
- To administer and troubleshoot Active Directory, Group Policy, and cloud identity platforms
- To assist with the imaging, deployment and lifecycle management of devices across the group
- To liaise with third-party suppliers and support contracts (broadband, MIS, curriculum software, AV)
- To contribute to IT asset management, licensing and provide Operational feedback for future infrastructure upgrades
- To support project work such as system upgrades, site refreshes and new software rollouts

Key *Responsibilities*

Other Requirements:

- Enhanced DBS check required (post is exempt under the Rehabilitation of Offenders Act 1974)
- Occasional out-of-hours work required for maintenance, upgrades and site cover
- Commitment to safeguarding and promoting the welfare of children
- Willingness to travel regularly between the group's three school sites



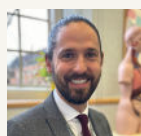
Working at Bancroft's

Bancroft's offers a generous benefits package, including:

 Competitive salaries	 Pension scheme options – TPS or our Defined Contribution Scheme	 Income Protection Insurance	 Death in Service Insurance
 Complimentary lunches	 Use of school gym and swimming pool	 Optional subsidised private health care	 Fee remission for children of staff members
 Friendly and welcoming common room, which organises regular social events		Location  Essex M11 M25 Epping Forest 5 miles from the M25 London Right next to Epping Forest which creates a peaceful and countryside feel whilst being so close to London and transport links. Closest Stations: Woodford (underground) Chingford (overground) Travel Options by Bus 179 397 657 20	
 Outstanding support for ECTs	 Generous holiday allowance		
 Cycle to work scheme	Commitment to supporting ongoing professional development		

At Bancroft's, we believe that diverse teams are stronger teams and that the more inclusive we are, the more our staff and pupils will feel a sense of belonging. To enable us to make reasonable adjustments, please let us know of any physical or learning differences (including neurodivergence) when you submit your application.

In their *own words*...

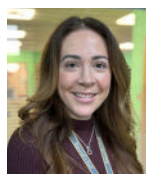


John Raw

Teacher of Biology

Joined in 2012

“I love the fantastic classroom environment - students and teachers alike have a genuine love for learning and this is reflected in the level of focus in lessons and the great discussions that occur.”



Laura Mason

Second in Charge of English
and Head of Year (Sixth Form)

Joined in 2023

“Moving from a city 200 miles away for a relocation, I knew I had to find the right school where I would be happy as I settled into London life.”



Tara Bird

Prep Class Teacher and
Head of PSHEE and RS

Joined in 2023

“Bancroft's Prep has a culture of acceptance and kindness. Everyone, children and staff, are considered and valued. I feel like that is what sets Bancroft's apart from other schools.”



Hannah Nadasan-Mead

Teacher of Religious
Studies and Junior Housemistress

Joined in 2016

“I feel valued at Bancroft's, and I appreciate that there does not seem to be a strong sense of hierarchy, rather the pursuit of shared goals across the staff and student body.”



Daniel Siggins

Director of IT

Joined in 2011

“Bancroft's is a truly special place. The culture here is one of attentive professionalism, thoughtfully prioritising the needs of everyone in the community, while also finding joy in everything we do, even in the face of adversity.”



Rachael Doogan

Head of Academic Drama
and Activities Co-Ordinator

Joined in 2022

“The culture is supportive, with strong foundations of listening and kindness. Teachers also have a lot of autonomy in the classroom which I haven't seen at other schools.”

In their *own words*...



Ananthi
Amirthananthar
Teacher of Chemistry
Joined in 2023

“Teaching here is progressive, collaborative, and forward-thinking, allowing me to hone my skills while being part of something exciting.”



Diana Kondrasina
Catering Team
Joined in 2022

“At Bancroft's, we're each a piece of a shared puzzle that fits together with care. Watching our pupils grow is a daily privilege.”



Alistair Whibley
Teacher of History, Head of Year,
and CPD Co-ordinator
Joined in 2021

“It is hard not to feel a sense of pride in being part of the Bancroft's community on a regular basis - watching performances, celebrating success, and witnessing acts of kindness.”



Amanda Clark
Prep School Administration
Assistant and Lead First Aider
Joined in 2009

“The children are at the heart of everything I love about my role. Their curiosity, energy, and creativity bring so much life to the school. Each day is different, and their excitement for learning is infectious.”



Winner of the

Alice Rose Award for Innovation in Education

recognising schools where children feel nurtured, supported, and free to grow.



Winner of the

Pastoral Care Champion Award 2025

celebrating excellence in wellbeing and pastoral support.



Finalist for

London Independent School of the Year 2025

one of only six schools shortlisted across the capital.

How to Apply

Bancroft's are partnering with ESP Recruit on this appointment. If you are interested in this role, please contact Tom Wyatt at twyatt@esp-recruit.co.uk or 0208 559 2077.

Please note, candidates will be required to complete the School's application form, which will be provided by Tom Wyatt.

The closing date for applications will be 9am on Monday 28 September, with interviews to follow.

Bancroft's School is an Equal Opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and expects all staff, contractors, Governors and volunteers to share this commitment.

Successful candidates will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

In line with KCSIE, Bancroft's will carry out online searches on shortlisted candidates as part of the process of assessing suitability.



*Scan or click
to view our
vacancies page*



Talk
Education

“Bancroft's pupils are an aspirational, hard-working bunch, with plenty aiming for and winning places at top universities including Oxbridge, UCL, LSE, Imperial College London, Durham, Bristol and Edinburgh.”



The Good
Schools Guide

“A contemporary, forward-looking school, with traditions but without entitlement. Academic excellence a given, it is the opportunities offered outside the classroom which ultimately set Bancroftians up for life.”