

JOB REQUIREMENT		Evidence	Scoring Method
Qualifications and Experience	Grade C or above in English and Maths GCSE/GCE	A/V	Pass/Fail
	Excellent knowledge of Microsoft Office suite	A/V	Pass/Fail
	Working in an ICT support role	A/I	Numerical Scale
	2 years minimum of working in an education or customer service environment	A/I	Numerical Scale
Knowledge and Skills	Excellent Interpersonal Skills and telephone manner	A/I	Numerical Scale
	Knowledge of Windows 11 and Windows Server OS	A/I	Numerical Scale
	Knowledge of Active Directory	A/I	Numerical scale
	Knowledge of Office365 admin suite	I	Numerical scale
	Knowledge of networking	I	Numerical Scale
	Experience of managing a budget	A, I	Numerical Scale
	Experience of working with / knowledge of the following: <ul style="list-style-type: none"> - E-mail services – Office 365 - Wireless networking technology Cloud technologies e.g. Google Suite, Sharepoint, Asset management, email filters	A,I	Numerical Scale
Values and Behaviours	Kindness Acts with patience, respect, generosity and forgiveness. Acts with compassion and care, listens and sees the person behind the role. Focuses on relational practice; builds trust and rapport with others by empowering and elevating them.	I	Numerical Scale
	Trust Acts in a reliable, consistent, credible, honest, humble, courageous manner. Manages emotions and helps others to do the same. Keeps promises and does what they say they will.	I	Numerical scale
	Service Puts himself in the service of others. Reduces stress and anxiety in the organisation by modelling calm and considerate behaviour. behaves in a dutiful way, demonstrating humility and self-control. Removes barriers to enable others to do their jobs well.	I	Numerical scale
	Justice Does what is right, rather than what is popular or easy. Lives our sense of purpose and values in the way they behave, make decisions and communicate. Applies rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense. Values difference and encouraging others to behave responsibly and with moral purpose.	I	Numerical scale
	Optimism Believes in their own ability, and the ability of others. Calls out negativity, cynicism and dishonesty. Remains positive and encouraging, helping others to overcome challenges and celebrating their success.	I	Numerical scale

* A = application, I = interview (including tasks), V = pre-employment vetting checks

TEAL is committed to safeguarding and promoting the safety and welfare of children and young people and expects all staff to share the commitment. All appointments will, therefore, be subject to a satisfactory Enhanced Level Disclosure and Barring Service Clearance as well as all other relevant pre-employment vetting checks.