



# Dulwich Prep & Senior



## NETWORK ADMINISTRATOR

Candidate Information



# HEAD MASTER'S WELCOME

As the Head Master of Dulwich Prep & Senior, it is my honour to introduce you to our remarkable school. For over 140 years, we have inspired boys aged 3 to 13, along with Nursery-aged girls, to pursue their dreams.

In September 2025, we expanded our provision to serve boys up to age 16 by opening our new senior school. Our first Year 9 cohort began in September 2025, and we will naturally grow, with the first group sitting their GCSEs in the summer of 2028. Since 2023, our co-educational Nursery (3+) has welcomed Fledglings (2+), now covering ages 2 to 4 years old. From Reception onwards, we are a boys-only school.

We are privileged to have developed a specific pedagogy that fosters critical thinking, exploration, and strong communication skills while recognising that each child is on their own journey of discovery. Our commitment to nurturing the whole child ensures a diverse and enriched education, helping pupils achieve beyond expectations.

Embedding the Dulwich Prep & Senior Values is crucial for developing the character skills needed in today's fast-paced world. These values promote empathy and compassion, essential for resilience and success in any endeavour, both during and beyond their educational journey. Our partnership with parents and guardians is key to the school's success.

Dulwich Prep & Senior is a single school with a shared purpose; it is divided into five distinct sections, each spanning two or three year groups, led by a Head of Section. The autonomy of the different Sections stimulates a creative approach to teaching and learning, as well as pride in the achievements of each cohort. It has helped attract very high-quality, specialised staff and enable appropriate levels of support, encouragement and challenge to be tailored expertly to each stage of a child's development.

Finally, we seek staff members who exemplify our values, serving as role models to our pupils, inspiring them, and encouraging thoughtful, compassionate decision-making.

I look forward to receiving your application.

**Louise Davidson**  
Head Master



# ABOUT US

Located in Dulwich, a picturesque village known for its exceptional schools and abundant open spaces, our school benefits from its proximity to one of the world's most cosmopolitan cities.

We are situated across two sites covering 29 acres, including extensive sports fields and woodland, which enables the school to offer a unique blend of a country atmosphere in a suburban setting.

Dulwich Prep & Senior has been a leading school in England since 1885. Throughout the years, countless boys and Nursery-aged girls have benefited from our school's rich history and forward-thinking approach. We have always embraced change, kept pace with pedagogy and technology, and, most importantly, are passionate about each pupil and staff member's individual journey.

We enrol over 800 pupils aged 2 to 16. Our selection process is two-fold: we look for pupils who generally rank in the top 20% nationally based on standardised tests, but more importantly, we seek children who will thrive and make the most of all that our school has to offer.

We take great pride in inspiring excellence with our Values ethos permeating every aspect of our curriculum and co-curricular activities.

Academic excellence is a top priority, with 12 essential skills taught for success in education and beyond. Along with the Values, these 20 attributes empower boys to thrive in any future they choose. Expectations are high! We develop independent thinkers who make decisions based on empathy and compassion, which leads to their success and resilience.

Our Governors play a crucial role in maintaining Dulwich Prep & Senior's position in a competitive market. Their expertise enables us to offer an innovative and challenging curriculum within a high-quality learning environment, achieved by attracting excellent staff, implementing up-to-date technology, and continually improving our modern facilities.

Dulwich Prep & Senior provides a well-rounded education focusing on academic excellence, character development, and personal growth. We strive to nurture boys to become confident, compassionate, and prepared to make a positive impact on the world. For the boys attending this school, their journey goes beyond exam preparation; it prepares them for life.



# OUR VALUES

Our eight values are the heart of our school and provide a powerful educational framework as well as being strong values for life. By demonstrating Love, Courage, Gratitude, Humility, Justice, Service, Self-Discipline, and Honesty, our pupils gain greater insight into themselves, others, and the ever-changing world in which they live. We have formed four value pairings, each with an emotive statement that together encapsulate the spirit of Dulwich Prep & Senior, making our values truly unique to our school.



Love



Courage



Gratitude



Humility



Justice



Service



Self-Discipline



Honesty

## LOVE & SERVICE

We advocate the transformative power of love and service. We encourage our pupils to make heartfelt contributions that uplift others.

This fosters an environment where pupils support one another, building a culture of mutual respect and collaboration.

Through acts of kindness and selfless service, our collective passion creates a ripple effect that enriches lives and spreads joy far beyond our school.

By acting with Love & Service, these values create our home for kindness and community.

## COURAGE & SELF-DISCIPLINE

We inspire our pupils to pursue their aspirations with unwavering courage and seize every opportunity to learn and grow.

We cultivate self-discipline in our boys, encouraging them to prioritise long-term achievements over short-term gratifications.

They learn to take responsibility for their actions, seek help when needed, and strive for excellence in all they do.

By acting with Courage & Self-Discipline, these values create our passion for excellence and growth.

## HONESTY & JUSTICE

We champion honesty and justice, urging our boys to embrace truth and authenticity in all aspects of their lives.

We empower our pupils to act with integrity, be upstanding in their beliefs, and communicate their perspectives respectfully.

Our boys develop a strong sense of justice, understanding and advocating for what is right.

By acting with Honesty & Justice, these values create our spirit for bravery and integrity.

## GRATITUDE & HUMILITY

We teach our pupils to empathise with others, to be respectful, and to be accepting of another's perspective.

We ensure that everyone feels valued within our close-knit community and that our boys understand that greater satisfaction can come from helping others.

Our pupils understand the power of gratitude and humility and how they are key to having a happy and fulfilling life.

By acting with Gratitude & Humility, these values create our mindset for respect and appreciation.

# JOB DESCRIPTION

## DUTIES & RESPONSIBILITIES

### IT SUPPORT & CUSTOMER SERVICE

- Act as the first point of contact for all IT support requests, including service desk tickets, telephone calls, emails and walk-in users.
- Provide a professional, courteous and customer-focused IT support service, delivering an excellent customer experience to staff, pupils, governors, visitors and external partners.
- Diagnose, troubleshoot and resolve 1st and 2nd line hardware, software, Microsoft 365 and end-user device issues within the scope of the role.
- Take ownership of incidents and service requests from initial contact through to resolution wherever possible.
- Communicate clearly and professionally with users, providing regular updates, managing expectations and keeping them informed throughout the support process.
- Escalate issues beyond the scope of the role to the appropriate senior IT staff, third-party suppliers or service providers where required.
- Record accurate, detailed and meaningful information within the IT Service Management (ITSM) system.
- Prioritise workload effectively and manage support requests in accordance with departmental priorities.
- Identify recurring technical issues and escalate them appropriately to support continual service improvement.

### MICROSOFT 365 & END-USER SUPPORT

- Support, administer and maintain Microsoft 365 services, including Exchange Online, Microsoft Intune, Entra ID, SharePoint, OneDrive and Microsoft Teams.
- Create, modify and maintain user accounts, groups, licences and permissions where appropriate.
- Configure, deploy, maintain and troubleshoot Windows devices and other supported end-user devices.
- Support Apple devices managed through Jamf Pro and Apple School Manager.
- Install, configure and maintain approved software applications and peripheral devices.
- Prepare, deploy and replace devices for staff and pupils.
- Support printers, scanners, classroom technology and audio-visual equipment.
- Assist with software deployments, operating system updates and device lifecycle management.

### INFRASTRUCTURE & ASSET MANAGEMENT

- Assist with the maintenance, monitoring and support of the school's wired and wireless network infrastructure.
- Assist with the support and maintenance of servers, cloud services and core IT systems.

- Maintain an accurate IT asset register, ensuring all IT equipment is correctly recorded, assigned and tracked throughout its lifecycle.
- Assist with hardware repairs, equipment installations, stock management and secure equipment disposal.
- Maintain accurate technical documentation and contribute to the continual improvement of IT procedures.

### PROFESSIONAL RESPONSIBILITIES

- Follow departmental procedures, school policies and IT best practices at all times.
- Handle confidential information securely and comply with safeguarding, GDPR and information security requirements.
- Build positive working relationships with staff, pupils, colleagues, third-party suppliers and service providers.
- Demonstrate professionalism, integrity, reliability, patience and a positive attitude when supporting users.
- Communicate clearly and professionally in all verbal and written communications, including emails, ticket updates and technical documentation.
- Demonstrate a willingness to learn new technologies and continually develop technical knowledge and skills through approved training, self-directed learning and professional development.
- Use quieter periods productively by completing assigned projects, maintaining documentation, contributing to continual service improvements and undertaking approved professional development and technical training.
- Work effectively both independently and as part of the IT team.
- Undertake any other reasonable duties commensurate with the responsibilities of the post.

## TRAINING & DEVELOPMENT

- Regularly review your own practice, and in collaboration with your Head of Department, set personal targets and take responsibility for your own continuous professional development, and participate in the annual performance review process.

## GENERAL REQUIREMENTS

- Promoting and safeguarding the welfare of pupils for whom you are responsible and with whom you come into contact.
- Maintain high professional standards of attendance, punctuality, appearance and conduct.
- Maintain positive, courteous relations with students, parents and colleagues.
- Promote the good name and reputation of the school.
- Adhere to school policies and procedures.

## PERSONAL COMPETENCIES & QUALITIES

- Professional, courteous and customer-focused, with a positive and approachable manner.
- Excellent communication and interpersonal skills, with the confidence to support users with different levels of technical ability.
- Strong analytical, diagnostic and problem-solving skills.
- Ability to remain calm, patient and professional when working under pressure.
- Ability to plan, prioritise and manage a varied workload effectively.
- High attention to detail and a commitment to producing accurate work.
- Team focused and willing to share knowledge and information to promote good practice.
- Adaptable and able to respond positively to changing priorities and technologies.

- Committed to continuous learning and professional development.
- Demonstrates initiative, takes ownership of work and proactively identifies opportunities to improve IT services and processes.
- Maintain a professional appearance, conduct and attitude at all times, representing the IT department and the school in a positive manner.
- Promote and safeguard the welfare of children and young people by complying with the School's safeguarding policies and procedures at all times.

## KEY SKILLS & KNOWLEDGE

- Excellent verbal communication skills in English and the ability to communicate clearly, confidently and professionally with staff, pupils, parents, visitors and suppliers.
- Excellent written English, including the ability to produce clear and professional emails, support notes and technical documentation.
- Good keyboard and typing skills, with a high level of accuracy and attention to detail.
- Proven ability to diagnose and troubleshoot a broad range of hardware, software and end-user issues at the 1<sup>st</sup> and 2<sup>nd</sup> line levels.
- Microsoft Windows 10 and Windows 11 operating systems.
- Microsoft 365 services, including Exchange Online, Entra ID, Microsoft Intune, SharePoint, OneDrive and Microsoft Teams.
- Windows Server fundamentals and cloud-based IT services.
- Apple macOS, iPadOS, Apple School Manager and Mobile Device Management solutions, preferably Jamf Pro.
- Google Workspace and Google Admin Console.
- Computer hardware, software installation, configuration and troubleshooting.

- Wired and wireless networking fundamentals, including TCP/IP, DNS, DHCP, Wi-Fi and network connectivity.
- Telephony, VoIP and Public Address (PA) systems (e.g. Bodet).
- Printers, scanners, classroom technology, audio-visual equipment and wireless presentation systems.
- IT asset management and inventory control.
- IT service desk and support ticket management systems.
- Cyber security best practices, including multi-factor authentication, account security, password management and data protection.
- Educational technology platforms and Management Information Systems used within schools.
- Backup and disaster recovery principles.
- Experience working within a busy, customer-focused IT support environment, preferably within education.

## QUALIFICATIONS & EXPERIENCE

### Essential

- GCSE (or equivalent) Grade 4/C or above in English and Mathematics.
- Proven experience providing professional 1st and/or 2nd line IT support in a customer-focused environment.
- Practical experience supporting Microsoft 365 services and Windows desktop environments.
- Experience in diagnosing and resolving both hardware and software issues.

### Desirable:

- A recognised IT qualification, for example CompTIA A+, Network+, Microsoft, Apple, Cisco or equivalent.
- Experience supporting cloud technologies, mobile device management or educational IT systems.
- Experience working within an educational environment.
- Knowledge of Microsoft SQL Server or database fundamentals.

# WORKING AT DULWICH PREP & SENIOR

Dulwich Prep & Senior is an inspiring and vibrant place to work. We have a large yet incredibly warm community of passionate teachers, inquisitive pupils, a hard-working and friendly support team and ambitious parents. Together, we create a supportive environment dedicated to achieving excellence.

Working at DPS means being part of a team that cares about your continued professional development and teaching journey. Whether you join us at the beginning, middle, or towards the end of your career, you will be guided, supported, and encouraged every step of the way to achieve your goals. For example, our CPD might involve training for whole-school initiatives, participating in 'Learning Walks' around the school, conducting Lesson Studies, or pursuing further formal academic qualifications.

Staff are encouraged to participate in as many of the vast array of sporting and drama activities as possible. From all-nighter charity swims to Saturday park runs to our fabulous drama productions, there's always something going on at DPS, where hidden talents are celebrated.

## REMUNERATION

- Competitive Salary of £28,675 - £32,210.
- Generous defined contribution pension scheme.
- Life assurance and Income protection insurance (academic staff).
- Free school lunches.
- Enhanced sickness, maternity, paternity, and adoption pay entitlements.
- Free access to our School Counsellor and School Nurse.
- Cycle to work scheme.
- Wide range of professional development opportunities.
- School fee remission.
- Easter and Summer holiday camp discounts.
- Healthcare Cash Plan scheme.
- Employee assistance programme.

## TERMS & CONDITIONS

- Hours of Work: 8.00am to 4.00pm, Monday to Friday,
- All INSET days, major school and departmental events, such as Open Day, Celebration Day, Parents' Evenings, and all pertinent events listed in the school calendar.
- Depending on the school's requirements at any time, these hours are subject to the terms and conditions of a Contract of Employment and to amendment by the Head Master from time to time.
- Staff may be called to perform other duties that the Head Master considers reasonable and commensurate with the grading and designation of the post.
- The first six months of this role will be a probationary period during which your suitability for the position will be assessed. The school reserves the right to extend probationary periods if it believes such an extension is necessary.

# STAFF BENEFITS

## HEALTH & WELLBEING



### Healthcare Cash Plan

- Medical, including dental and optical, treatment, access to a virtual GP, skin health tracker and the 'mProve' yourself App.

### Employee Assistance Programme

- Provides free and confidential advice, including up to eight face-to-face counselling sessions.

### School counsellor & nurse

- Access to School counsellor and School Nurse during term time.

### Wellbeing Initiatives

- Sky Lounge, TGIF and staff room treats.

### Physical Exercise

- Free access to the school's on-site gym, outside of teaching hours.
- Discounted gym membership and Cycle to Work scheme.

### Meals & Refreshments

- Breakfast (for a small charge), Morning snack and lunch, coffee and tea, and plant-based milks available.

### Occupational Health

- Professional help to both staff and the school where work-related adjustments may be required.

## FINANCIAL WELLBEING



### Pay & Pension

- Generous pension scheme.
- Pay policy including regular benchmarking of our salary scales.
- Pension salary exchange scheme.

### Protection

- Life assurance.
- Income protection insurance (academic staff only).

### School Fees

- 25% discount, after which any further discount is means-tested.
- Easter and summer holiday camp discounts.

### Financial Support

- High street discounts.
- Emergency financial assistance.

## ADDITIONAL BENEFITS



- School laptop provided to staff (where relevant to the role).
- 175 teaching days per year (190 in the maintained sector).
- Smaller class sizes, great teaching resources and higher PPA time.
- Staff Accommodation may be available.

## FAMILY FRIENDLY & FLEXIBLE WORKING ARRANGEMENTS



### Enhanced Leave

- Enhanced sickness, maternity, paternity, adoption, dependents, carers, and bereavement leave entitlements.

### Working Hours

- Flexible working policy.
- Part-time and Term-time working.
- Flexibility to work from home (only applies to certain roles and with agreement).

### Inclusion

- Life event recognition
- Disability Confident employer.

## PROFESSIONAL DEVELOPMENT



### Career Development

- INSET and twilight training.
- Career pathways.
- Mentoring or career coaching.
- Full CPD programme.

### Qualifications

- Early career teacher programme.
- National professional qualifications support.
- Apprenticeships.
- Financial support for professional qualifications.

# APPLICATION & APPOINTMENT

## APPLICATION & INTERVIEW PROCESS

A completed Application Form and a Cover Letter explaining your suitability for this role should be [emailed](#) to Tamsin Hutson, Human Resources Manager. Please also read the accompanying Application & Recruitment Process Explanatory Note. We reserve the right to appoint at any time during the recruitment process.

- **Closing Date:** Thursday 24 September 2026, 9.00am.
- **Interviews:** Week Beginning 28 September 2026.
- **Start Date:** Immediate start available, subject to a successful reference and vetting process.

## APPOINTMENT

Any offer to a successful candidate will be conditional upon the following:

- The agreement of a mutually acceptable start date and your entering into a contract incorporating the school's standard terms and conditions.
- Receipt of at least two references which are satisfactory to the school.
- Verification of identity and qualifications, including evidence of the right to work in the UK.
- A satisfactory enhanced criminal records check through the Disclosure and Barring Service (DBS) and clearance of the Children's Barred List, and confirmation that you are not disqualified from providing childcare.
- Verification of your medical fitness for the role.
- Satisfactory completion of the probationary period.
- Any further checks that the School deems necessary if you have lived or worked outside of the UK, which will include an overseas criminal records check or certificate of good conduct and may include professional references.



# EQUAL OPPORTUNITIES & SAFEGUARDING

## EQUAL OPPORTUNITIES

Dulwich Prep & Senior is committed to the equal treatment of all current and prospective employees and does not condone discrimination based on age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We are an equal opportunity employer and welcome applications from individuals of all backgrounds. We believe in fostering a diverse and inclusive work environment where all employees are valued and respected for their unique perspectives and contributions.

Candidates will only be assessed against relevant criteria (i.e., skills, qualifications, abilities, experience) in selection and recruitment. In accordance with the Disability Discrimination Act, Dulwich Prep & Senior seeks to treat those with disabilities as favourably as those without disabilities. Accordingly, we will make reasonable arrangements, wherever practicable, to avoid putting those with disabilities at a disadvantage.

## SAFEGUARDING

Dulwich Prep & Senior is committed to safeguarding and promoting children's and young people's welfare and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening and training appropriate to the post, including checks with past employers, online checks, and an enhanced criminal records check with the Disclosure and Barring Service.



**Schools'  
Inclusion  
Alliance**



We are an equal opportunity employer and welcome applications from individuals of all backgrounds.

We believe in fostering a diverse and inclusive work environment where all employees are valued and respected for their unique perspectives and contributions.

We are proud members of the Schools Inclusion Alliance and the Government's Disability Confident Scheme.

# EXPLANATORY NOTES

## APPLICATION FORM

- 1) Applications will only be accepted from candidates completing the enclosed Application Form in full. CVs will not be accepted in substitution for completed Application Forms in the absence of good reason.
- 2) Candidates should be aware that all posts in the school involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Please refer to the job description for the position.
- 3) Accordingly, this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.
- 4) Due to the nature of the work, the School applies for an enhanced criminal record disclosure from the Disclosure & Barring Service (DBS) in respect of all prospective staff members.
- 5) We will seek references on shortlisted candidates and may approach previous employers for information to verify particular experience and qualifications, before the interview.
- 6) Shortlisted applicants will be asked to complete a disclosure form regarding criminal disclosures and prohibitions relevant to working with children.
- 7) Shortlisted applicants may also be subject to an online search as set out in KSCIE.
- 8) If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any Safeguarding (child protection) allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although it may, where appropriate, answer not applicable if your duties have not brought you into contact with children or young persons.
- 9) You should be aware that the provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and the DBS.

## INTERVIEW INVITATION

- 1) If you are invited to interview, this will be conducted in person, and the areas which it will explore will include safeguarding issues and suitability to work with children, as well as your previous employment record.
- 2) All candidates invited to interview must bring documents confirming any educational and professional qualifications that are necessary or relevant for the post (e.g. the original or certified copy of certificates, diplomas etc). Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.
- 3) All candidates invited to interview must also bring to the interview the following evidence of identity, right to work in the UK, and address:
  - a) Passport;
  - b) birth certificate (if possible);
  - c) recent utility bill or financial statement showing the candidate's current name and address;
  - d) where appropriate, any documentation evidencing a change of name.

**PLEASE NOTE THAT WE CAN ONLY ACCEPT THE ORIGINAL DOCUMENTS LISTED. PHOTOCOPIES OR CERTIFIED COPIES ARE NOT SUFFICIENT.**

## CONDITIONAL OFFER OF EMPLOYMENT: PRE-APPOINTMENT CHECKS

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two satisfactory references (if these have not already been received).
- Verification of identity, qualifications, professional status (where required).
- Satisfactory DBS check at the enhanced level & checks of the Children's Barred List as appropriate.
- Verification of where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the school may require in accordance with statutory guidance.
- Verification of medical fitness. The School is aware of its duties under the Equality Act 2010. No job offer will be withdrawn without first consulting with the applicant, obtaining medical evidence, considering reasonable adjustments and suitable alternative employment checks of the lists held by the Teaching Regulation Authority (TRA).

## WARNING

Where a candidate is: found to be on the ISA Children's Barred List, or the DBS disclosure shows they have been disqualified from working with children by a Court; or found to have provided false information in, or in support of, their application; or the subject of serious expressions of concern as to their suitability to work with children the facts will be reported to the police and/or the DBS.



Dulwich Prep & Senior