

# ICT Support Team Leader

School:	Coleg Gwent	Posted:	22nd May 2025
Location:	Usk, Monmouthshire	Expires:	11th June 2025 11:59 PM
Contract Type :	Permanent	Start Date:	As Soon As Possible
Salary:	£44,249 - £48,159	Job ID:	1486954
Hours:	Full Time	Job Reference:	REQ850



Coleg Gwent

37 hours per week

## Are you ready to take your leadership skills to the next level?

Join our vibrant team as the ICT Support Team Leader, where you'll be responsible for a team of technical support staff dedicated to delivering an excellent IT service to learners and staff. As the key technical liaison between our core infrastructure and support teams, you'll foster seamless communication and collaboration.

### Why You'll Love This Role:

**Lead and Inspire:** Mentor a talented team of ICT support engineers, creating a positive and collaborative work environment.

**Make an Impact:** Ensure high-quality technical support, resolve complex issues, and drive continuous improvement.

**Stay Engaged:** Connect with our learners and staff to understand their needs and expectations from the IT service.

**Innovate:** Identify and implement solutions to recurring issues, enhancing efficiency and service quality.

**Collaborate:** Work closely with colleagues on strategic planning and support for critical events.

**Develop:** Provide guidance and training to support engineers, helping them grow their skills and knowledge.

If you're passionate about technology, leadership, and making a difference, we want to hear from you! Join us and be a part of a team that values innovation, excellence, and professional growth. Apply now to lead our ICT support services into the future!

The ability to use the Welsh language at a basic level (or willingness to undertake training) is desirable.

Applications may be submitted in Welsh and will not be treated less favourably than applications submitted in English.

The College is committed to safeguarding, ensuring the safety and welfare of children and young people. Employment is subject to a satisfactory Enhanced Disclosure from the Disclosure and Barring Service.

Please note that successful candidates will be expected to pay for the Enhanced Disclosure.

At Coleg Gwent we are committed to providing a working environment which embraces diversity and which promotes equality of opportunity. This is underpinned by the Equality Act 2010 and will be adhered to at each stage of the recruitment process.

Our goal is to ensure these commitments are also embedded in our day-to-day working practices with our learners, colleagues, and partners.

We know the most successful teams are the most diverse teams. Equality, diversity, and inclusion provide the very foundation to our culture at Coleg Gwent. We want every individual to feel confident, proud, and able to bring their whole selves to work. We welcome applications from those who think differently and we are flexible to cater to neurodiverse talent.

We are committed to being an anti-racist organisation and increasing diversity in the College by removing barriers and supporting all our staff to reach their potential. To ensure an improved representation in our workforce, applications are particularly welcome from minority groups including Black, Asian and Minority Ethnic people, Females, LGBTQ+, non-binary and people with disabilities. Together we continue to build a workplace that not only celebrates the diverse voices of our colleagues but also represents the communities we serve.

We welcome applications from candidates who speak languages other than English and everyone regardless of age, marriage and civil partnership (both same sex and opposite sex), impairment or health condition, sex, sexual orientation, pregnancy and maternity, race, religion or belief, gender identity or gender expression in line with our Equality Opportunities policy. All campuses are accessible and facilities such as prayer rooms are available.

We are a Disability Confident Employer and affiliates of the Black Leadership Group. Key to supporting this work and providing peer support are 6 Board sponsored Staff Networks (Enabled, Men's Alliance, Women Together, Cynefin, LGBTQ+ and Race Alliance).

### What brings us together?

We are committed to building a culture of inclusion that empowers our people to thrive and fosters a sense of belonging.

To support the College in being a respectful community we have an Equality, Diversity and Inclusion (ED&I) steering group. Hear our ED&I Champions talk about why they are so passionate about equality, diversity, and inclusion – Link in attached document.

## Your wellbeing matters.

Your wellbeing is important to us. We want to ensure you are able to make the most of the opportunities and reach your full potential. From a programme of wellbeing activities throughout the year underpinned by the Headspace app for all staff which has a diverse selection of meditations that aim to fulfil both beginners and long-time meditators needs and preferences to Partners who are trained mental health champions, to subsidised gym access, we're determined to create an environment that supports everyone's mental and physical health.

**Closing Date: 11/06/25**

**Interview Date: 23/06/25**

### Safeguarding Statement:

Coleg Gwent is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Employment is subject to a satisfactory Enhanced Disclosure from the Disclosure and Barring Service and registration with the Education Workforce Council if appropriate

Mae Coleg Gwent wedi ymrwymo i ddiogelu a hyrwyddo lles plant, pobl ifanc ac oedolion agored i niwed ac mae'n disgwyl i'r holl staff a gwirfoddolwyr rannu'r ymrwymiad hwn. Mae cyflogaeth yn amodol ar Ddatgeliad Manwl boddhaol gan y Gwasanaeth Datgelu a Gwahardd a chofrestriad gyda Chyngor y Gweithlu Addysg os yn briodol.

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