



SHIPLAKE COLLEGE
HENLEY-ON-THAMES



IT Helpdesk and Network Manager

Candidate Information Pack

£37,000 to £40,000 per annum depending on experience | To start in July/August 2026

Welcome from the Headmaster

Dear Applicant,

The word I hear mentioned most regularly when speaking to the pupils, parents, and staff of Shiplake College is 'community'. So, thank you for taking the time to consider the role of **IT Helpdesk and Network Manager**, as it represents a wonderful opportunity to join our very special Shiplake community.

Shiplake College is an HMC co-educational boarding and day school offering a holistic education for 580 pupils from Year 7 to Sixth Form (growing to around 600 in September 2026). There has been a co-educational Sixth Form since 1998 and since September 2023 girls have been welcomed into Year 7, as we continue our journey to become a fully co-educational place of learning. We are nestled in leafy South Oxfordshire, five minutes from Henley, and sit right on the River Thames. It is a beautiful place to work.

As well as providing a fantastic learning and living environment for young people, Shiplake offers an enjoyable, challenging and rewarding working environment.

We strive to recruit the best possible teaching and support staff to drive the College forwards and ensure we continue to provide the best possible rounded education for our pupils.

Above all, Shiplake is a school where we try to live out authentically our three core values – the Three Is – **Inclusive, Individual, and Inspirational**.

'Inclusive' is our cornerstone with our strong sense of community in which everyone has value and where the prevailing culture is one of kindness.

'Individual' represents our all-ability school in which we not only recognise but also celebrate that everyone is different - thank goodness for that! This is a personal best school.

And finally, 'Inspirational' - the pre-requisite at Shiplake is that everyone – students and staff alike - turn up each day with a smile, a positive attitude, and a willingness to engage with all aspects of school life.

Shiplake College is a school where academic rigour is non-negotiable, but character development is just as important. We strive to help students develop broad interests across a wide range of co-curricular areas, bolster self-esteem, and give a sense of our place in the wider world with the aim to make a positive difference to society.

Embracing the lifestyle at a busy and vibrant boarding school is paramount for anyone wishing to work at Shiplake. Knowing our pupils well enables us to ensure that they get the best from their education here, and this is a pivotal part of any role at the College. This is a great opportunity for the right candidate and 'fit' is very important to us.

Thank you for your interest in working at Shiplake College and, as we look to an exciting future, I hope that you will consider being part of that story.

Tyrone Howe



The College

Shiplake College is a thriving and relatively young HMC school of around 600 pupils. We are growing as we develop into a fully coeducational school. Our Sixth Form has been co-educational since 1998 and we have been welcoming younger girls since 2023. Girls now make up 40% of our co-educational year groups.

Overlooking the River Thames, two miles upstream of the famous Henley Royal Regatta stretch, pupils enjoy a beautiful and inspiring 63-acre rural site. The College is conveniently located near major air, railway and motorway networks, close to Reading, London and Oxford and just 40 minutes from Heathrow.

Full, weekly, part- and flexi-boarding is available from Year 7, with ad hoc 'overnight stays' also an option for day pupils.

Every pupil is placed at the heart of Shiplake life and the College's ethos is underpinned by the Three Is – **Inclusive, Individual** and **Inspirational**.

Shiplake provides a friendly, supportive and structured environment to bring out the best in each and every pupil. Renowned for outstanding pastoral care and personal development, the College welcomes pupils with wide-ranging skills and talents, who will make the most of the many opportunities offered to them.

The College provides an education that is tailored to the individual, achieved through engaging and inspirational teaching, delivered in small classes where the teachers can know and understand each pupil's method of learning.

The College continues to see year-on-year improvements in examination results. In August 2025, Shiplake leavers achieved excellent public examination grades, with the best ever GCSE results setting a new academic benchmark for the College. At GCSE, pupils achieved 38% of 9-7 grades and 64% grades 9-6, an increase from 34% and 58% respectively in 2024. Overall, 93% of GCSE grades were marked 9-4 (93% in 2024). At Sixth Form, the percentage of A*-C grades was 82%, and 59% at A*-B. We were also recognised as in the top 10% nationally for value-added at both GCSE and A-level by ALPS Education.

In addition to a strong academic foundation, the College offers excellent sporting, artistic and co-curricular opportunities. Two afternoons are reserved for an array of clubs and activities, including a comprehensive outdoor education programme, with pupils encouraged to extend their horizons and experience new challenges and responsibilities.

Academic lessons take place Monday to Friday and each day ends with an hour of academic support during which pupils undertake independent study or seek help with homework from teachers. Sports training takes place on three days a week, with the majority of fixtures scheduled for Saturday mornings.

150 boarders become fully integrated into Shiplake's inclusive and welcoming environment. International pupils join us from all over the world, currently from 11 different countries, and represent approximately 4% of the school population. Full boarders take part in a vibrant weekend programme of trips and activities on Saturday afternoons and Sundays, with day pupils and weekly boarders able to enjoy additional family and down time at home.



Site Development

The stunning grounds are a remarkable combination of old and new; of the traditional and the up-to-date. Although only founded in 1959, Shiplake occupies a site which includes an original late-nineteenth century mansion, still dominating the main school buildings.

The school is equipped with modern amenities, including a contemporary Thinking Space, multi-purpose Lecture Theatre, a multi-activity centre with climbing wall, fitness suite and indoor archery/rifle range, and Marjorie's, a café where Sixth Form students can socialise and work independently.

1959: College Founded
1990: Goodwin Building (Classrooms)
1998: Sixth Form Became Co-educational
2002: College House (Year 13 Boys)
2008: First Year 7 (Lower School) Joined
2009: Gilson (Girls) House
2014: John Turner Building
2020: Davies Centre and Marjorie White Building
2023: First Year 7 Girls Joined
2024: Bevan (Science) and Jubilee Classrooms
2024: Phillimore Fields
2025: Paddocks Artificial Pitches
2025: Sixth Form Centre
2026: Wellness Centre (In Progress)

Further investment and development will help to ensure that the College's future is even brighter than its past.

Governance

Shiplake College is a charitable company and is privileged to be supported by a highly experienced, knowledgeable and diverse board of governors. This helps to shape future strategies and inform

key decisions to ensure the College continues to maintain the highest possible standards.

Inspection

Shiplake was visited by ISI in September 2025. The inspection went extremely well and we met all the regulatory standards. Shiplake was also awarded a '**significant strength**', which reflects that "pupils who participate in sports, such as rowing, are given guidance in balancing their academic, sporting and wider commitments in a way which effectively promotes their wellbeing."

Admissions

Entry points are normally at Year 7 (11+), Year 9 (13+) and Year 12 (16+). Prospective families are encouraged to arrange an individual visit and/or attend an open morning. Academic, Art, Music, Drama and Sport Scholarships, and means-tested bursaries, are available.

The College embraces pupils from a wide range of ethnic and cultural backgrounds as well as diverse intellectual and physical talents. As a Church of England school, pupils at Shiplake are gently encouraged to lead an active spiritual life throughout their time at the College.

Community

There are strong links with the local community and pupils are given every opportunity to get involved in local events and to offer service wherever appropriate.

Fundraising for charities takes place year on year.

The Shiplake Connected platform helps maintain and develop the links between the College, parents, alumni (known as Old Vikings) and former staff.



Job Description

The Headmaster is seeking to appoint a skilled, experienced and motivated **IT Helpdesk and Network Manager** to lead the delivery of IT support services and day-to-day network operations across the College, ensuring a reliable, secure, and high-quality digital environment for staff and pupils.

This role is full-time, all year round, working 40 hours per week, Monday to Friday, with 30 days' annual leave plus all bank holidays and reports to the Director of Digital Strategy.

Summary of the Role

This role is pivotal in delivering IT services for 750 users, including teachers, operational staff, and pupils. Infrastructure oversight and systems development are also part of the role and are required to support our digital strategy, including onboarding/offboarding users, supporting pupils with device queries and enabling delivery of projects.

The position is varied and an ideal opportunity for an individual who is keen to work with an extended group of external suppliers to ensure our users have access to cloud-first solutions. This opportunity could suit either a Senior Manager or a developing Technician with leadership potential.

Key Duties and Responsibilities

IT Support & Service Management

- Oversee the IT helpdesk function, ensuring efficient triage, prioritisation, and resolution of incidents
- Act as escalation point for complex technical issues
- Monitor service performance (SLAs, response

times, user satisfaction)

- Maintain clear documentation of systems, procedures, and fixes

Network & Infrastructure Operations

- Manage day-to-day operation of network infrastructure (wired, wireless, firewalls, core services)
- Support server and cloud platforms (e.g. M365, identity, endpoint management)
- Ensure systems availability, backups, patching, and security hygiene
- Liaise with third-party providers and MSPs where applicable

Projects & Improvement

- Contribute to overseeing the delivery of IT projects (infrastructure upgrades, system rollouts, automation improvements), by being a key point of contact onsite - leading on internal communications/coordination and communicating with the outsourced consultants leading the project
- Identify opportunities to improve user experience and operational efficiency
- Support implementation of cybersecurity and compliance controls

Safeguarding, Security & Compliance

- Support safeguarding through effective use of filtering, monitoring, and alerting systems
- Ensure compliance with school policies and statutory guidance (e.g. KCSIE, DfE standards)
- Promote good cyber hygiene and safe technology use across the College

Any other duties as reasonably required by your Line Manager or member of the Senior Management Team. This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and



tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Person Specification

Candidates must empathise with, and be committed to, independent education generally, and to the personal best and holistic education provided by Shiplake College.

Qualifications

- A good standard of English and Maths
- A qualification in IT or a closely related field (desirable)
- Industry certifications (e.g. Microsoft, networking, security) (desirable)

Knowledge and Experience

- Experience of working in an IT support or infrastructure role
- Experience working in a customer-focused role
- Knowledge of networking and cloud-first solutions
- Experience within a school or MSP environment (desirable)
- Experience of designing and implementing infrastructure, including networking and audio-visual solutions (desirable)
- Experience of supervising or mentoring staff (desirable)
- Experience working with third-party suppliers and support providers (desirable)

Skills and Abilities

- Excellent communication and organisational skills

- Ability to prioritise workload with strong attention to detail
- Ability to work independently and use initiative, seeking clarification when required
- Proactive approach to identifying and resolving issues
- Commitment to delivering work to a high standard
- Strong customer service ethos; friendly and approachable
- Ability to work under pressure and to deadlines
- Experience contributing to IT projects or service improvements (desirable)
- Experience using IT service management tools (desirable)
- Technical specialism (e.g. networking, security, endpoint management) (desirable)
- Physically capable of occasional manual handling (e.g. moving and setting up equipment)

Personal Qualities and Interests

- Reliable, organised, and self-motivated
- Ability to build positive working relationships with colleagues and stakeholders
- Willingness to be a flexible and effective member of the school community
- Interest in the work of the school and commitment to its ethos
- Commitment to safeguarding, data protection, and appropriate technology use
- Motivation for ongoing professional development
- Organised and self motivated
- Flexibility in approach with a can-do attitude

Child Protection and Safeguarding

Shiplake College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). Shiplake College is also committed to equality of opportunity for all staff and applications from individuals are encouraged from suitably qualified candidates regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. There is no typical Shiplake member of staff, we live our core values of individual, inclusive and inspirational and value the contribution that each member of our community makes to life at the College.



Staff Benefits at a Glance

A competitive salary will be offered commensurate with the role and the experience of the successful candidate. Full details and terms and conditions will be outlined in a contract issued with an offer of employment.



PARKING

Free onsite car parking is available. A valid school parking permit must be displayed. Bike storage is also available (and shower/changing facilities provided).



PENSION SCHEME

Support staff are eligible to join the Pensions Trust (5% contribution from staff, 6.85% from Shiplake).



DOG FRIENDLY

The 'Dogs of Shiplake' form an important part of our community and some staff bring dogs to work (please see Dogs and Pets Policy).



TECHNOLOGY

All teaching staff and eligible support staff are loaned a school device (Microsoft Surface) to enable flexibility in achieving their roles.



CATERING

Complimentary lunches when working during term time. Snacks at break time and hot drinks throughout the day.



DISCOUNTS

Generous staff discount can be applied to day fees for children of employees. Also eligible for discounted school holiday camps (subject to availability).



OUTDOOR POOL

Free access to the outdoor swimming pool for staff and their families, at agreed times when the pool is open during the summer months.



SPORTS CENTRE

Free access to the onsite weights rooms and fitness suites for staff (and partners living onsite).



COMMON ROOM

The Shiplake staff form a vibrant common room with regular social and sporting events.



FLU VACCINATION

The College covers the cost of the annual flu vaccination for colleagues not eligible for a free NHS vaccination.



DEVELOPMENT AND TRAINING

Continuing Professional Development (CPD) is nurtured and encouraged. In addition to the INSET programme, individual requests are supported.



CYCLE TO WORK SCHEME

This enables employees to purchase a bike and accessories through tax-free salary sacrifice, saving on income tax and National Insurance.

Applications

To arrange an informal visit to the College to learn more about the role, please email jobs@shiplake.org.uk or call 0118 9704 848 and speak to Claire Smith for this to be arranged.

Closing date is 10.00am on Wednesday 17 June 2026

Interviews will be held the following week

We reserve the right to interview early applicants

Application Process

- Please read all of the information provided before completing your application
- Within the application form there is the opportunity to demonstrate, using examples, your suitability for the role and the qualities you would bring to Shiplake College. This is where you can bring your application form to life. Please do not send testimonials, certificates or examples of work etc., unless specifically requested to during the recruitment process

References

All offers of employment are subject to the receipt of a minimum of two references which are satisfactory to the College. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children.

If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked. In all circumstances the information given should be for the Head or HR Department. Neither referee should be a relative or someone known to you solely as a friend.

Shortlisted applicants are advised that references will be taken up prior to interview unless you ask us not to. We will assume it is acceptable to contact your references at any time unless advised otherwise using the appropriate section on the application form. Please ensure that any referees who you are happy for us to contact before interview are aware that they may be asked to provide a reference with a relatively short deadline.

Online Searches

In line with the updated KCSIE 2025, we will carry out an online search for all shortlisted candidates. Any relevant incidents or issues involving candidates that are publicly available online (including information contained in social media accounts) and identified during the search may be explored at interview. The purpose of carrying out online checks is to comply with the KCSIE recommendation that Schools review information to assist any decision as to the candidate's suitability to work with children and young people.

Shiplake College is an Equal Opportunities Employer and seeks at all times to ensure that its processes do not unlawfully discriminate against any prospective employee.



Interview Process

If you are shortlisted and invited for interview we will ask you to bring in evidence of the following:

- Identity – passport or photocard driving licence
- Address – document from Group 2b of the [DBS List of Valid Identity Documents](#) with current address
- Proof of right to work in the UK – passport or UK birth certificate and proof of National Insurance Number issued by a government agency or a previous employer
- Qualifications - original documents confirming any educational and professional qualifications you refer to in your application
- If you have changed your name by deed poll or any other mechanism (e.g. marriage, adoption, statutory declaration) you will be asked to provide documentary evidence of the change

During your visit if you have not done so already, you will be required to sign your application form in order to declare that the information you have given is accurate and true.

In the event that you are unsuccessful please be assured that certified photocopies of documents taken will be destroyed.

Interviews are conducted in person and will explore your suitability for the role and to work with children. On occasion, applicants will be invited to participate in a preliminary online video interview.

As well as a face-to-face interview, if relevant to the role, the selection process may include some other form of assessment e.g. administrative test, demonstration of practical skill, a presentation etc.

All adults working at Shiplake College should be aware of their responsibility to safeguard and promote the welfare of every pupil, both physical and emotional, inside and outside school. This involves ensuring that pupils are protected from significant physical or emotional harm and that there is a positive commitment to ensure the satisfactory development and growth of the individual. Everyone working at Shiplake College should be aware of and, when necessary, follow the school's Safeguarding Guidelines, which are in line with Keeping Children Safe in Education 2025, Prevent 2015, Working Together 2018 and the Department of Education's (DfE) and Oxfordshire Safeguarding Children Board's (OSCB) practice and procedures (these are available online at www.oscb.org.uk and also refer to <http://schools.oxfordshire.gov.uk/cms/content/safeguarding>).

Warning

You should be aware that it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. Provision of false information is also an offence and could result in the application being rejected or summary dismissal if you have been selected, and possible referral to the police and/or DBS, and/or the Teaching Regulation Agency (TRA).

Queries

If you have any queries at all about the recruitment process please contact the HR Department on 01189 704 848 or jobs@shiplake.org.uk.





The School Day

- 7.00am • Boarders' Breakfast
- 8.00am • Buses Arrive/Registration
- 8.20am • Assembly/Chapel/Tutor
- 8.40am • Lessons Begin
- 3.30pm • Games/Co-Curricular Activities
- 4.45pm • Prep/Academic Clinics
- 5.00pm • Supper
- 6.15pm • Buses Depart (5.00pm Fridays)
- 7.00pm • Boarders Activities Programme



13 daily bus routes
1 weekly West London route



2:1 applications for each place



10% discount for most scholarships



Academic, Art, Drama, Music and Sport Scholarships available



Means-Tested Bursaries available



Fees include **snacks** at break, **lunch** and **dinner**

Fees 2025-2026

Registration Fee

£180 inc. VAT (non-refundable)

Acceptance Deposit

£1,750 (UK and EU), with £500 credited to the second term's bill.

Lower School (Years 7 and 8)

£8,875 per term inc. VAT

Years 9-13

Day

£11,250 per term inc. VAT

Flexi-Boarding (up to 2 nights a week)

£13,775 per term inc. VAT

Weekly Boarding (up to 6 nights a week)

£15,750 per term inc. VAT

Full Boarding

£17,500 per term inc. VAT

Headline Figures



580 school roll (2025-26)



33% flexi, weekly, full boarding in Years 9-13



41% girls across the co-ed year groups



1:7 teacher:pupil ratio

Sport and Co-Curricular



50+ sports and co-curricular activities available



Success in **rowing** for girls and boys at Schools' Head, NSR, HRR, and at international level



Active **Outdoor Education Programme** and **CCF** (Army, Royal Navy and Air Force)



92 pupils completing **Bronze Duke of Edinburgh's Award**



87 pupils completing **Gold and Silver Duke of Edinburgh's Award**

Destinations and Careers



96% secured places at first or second choice university



55% progressed to top third UK universities



35% progressed to Russell Group universities



Top UK destinations 2025: UEA, Exeter, Brookes, Manchester Met, Cardiff, Reading, York



Top degree subjects 2025: Business, Politics, Marketing, Engineering, Criminology, Sport



USA university destinations 2025: Princeton, Washington, Iowa, Wisconsin, Boston



Microsoft Surface unified **device policy**



All **mobile phones** handed in at the start of each day

Exam Results



95% of GCSE results were **9-4 grades** (2025)



82% of Sixth Form results were **A*-C** (or equivalent)

Teaching and Learning



27 subject options at Sixth Form



5 options for additional Year 12 qualification with UCAS points



21 subjects offered at GCSE



1 bespoke Key Stage 3 curriculum



16 average class size



9 average tutor group size



52 pupils are children of Old Vikings (former pupils) and staff

Creative Arts



238 (40%) pupils receive tuition in at least one instrument



17 different instruments taught



10 ensembles and choirs



7 drama productions and showcases a year



52 pupils involved in whole school musical 2025



37 pupils taking LAMDA lessons



3 whole school art and photography competitions and **1** golden easel



Up to **30** staff dogs on site each day



SHIPLAKE COLLEGE
HENLEY-ON-THAMES