



**Malden Oaks**  
School & Tuition service

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Making the **MOST** of every day

# ICT and Data assistant Application Pack



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# HEADTEACHER'S WELCOME



Malden Oaks is a specialist and innovative SEMH provision for students aged 11-19 across Kingston and Richmond. Our students benefit from our attachment aware, trauma informed environment that prioritises building on success and focusing on what students can do.

As an alternative to mainstream education, we are proud to have students of all abilities and encourage each student to have high aspirations, supporting them in developing their self confidence and resilience through our unique 4As Approach. We firmly believe that if our students experience Attachment, Altruism, Achievement and Autonomy whilst with us, they will leave us better equipped to be safe, happy and successful in the future.

Positive relationships are at the heart of everything we do. We are a specialist provision and, as such, we understand the importance of our students being able to build and maintain relationships and that also, our staff are better able to support their students if they're afforded the time to really understand them. We regularly see complex circumstances that result in students unable to cope, or stay, within mainstream schools. We are experienced in supporting students to develop at their own pace and are proud to be able to offer students a place where they can succeed.

Our success and that of our students relies on us having a strong staff team that is passionate about equality and inclusion. We are conscientious investors in our staff, with a comprehensive induction programme and numerous CPD opportunities. We are proud to have a diverse and experienced staff body who work collaboratively and creatively to ensure that our offer would be good enough for our own children.



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# OUR SCHOOL

## MO@SURBITON

MO@Surbiton offers small group teaching to students in Years 7-10. Based on a nurturing model, students are predominantly taught by one teacher (often from a primary background) with whom they will be able to build a positive working relationship and who will be able to build on their strengths whilst supporting their needs. Learning takes place both inside and outside the classroom across the curriculum and students work towards AQA awards.

## MO@HAM

MO@Ham provides small group teaching for students predominantly in Year 11 working towards GCSEs or other qualifications. Students also take part in Duke of Edinburgh and depending on their interests, may also follow vocational courses. Our teachers in MO@Ham are qualified subject specialist teachers who are also experienced in mentoring our students to plan for their Post 16 options and navigate life after Malden Oaks. Each student's timetable is individual to ensure that their needs are met.

## 6OAKS

6Oaks provides education for students aged 16-19 with an EHCP. Students are taught in small groups of no more than 8 by subject specialist teacher and may work towards GCSEs and/or A-Levels. One-to-one tuition is available in the home or community to support students in being able to access provision on site. For students not yet ready to engage in formal learning, there is also a one-to-one mentoring programme designed to support transition by focusing on building trusting relationships.



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# OUR SCHOOL

## **MO@KINGSTON MO@HAMPTON HILL**

**MO@Kingston and MO@Hampton Hill** provide 1:1 and small group teaching for students who are not yet ready to engage in more formal learning or attend a more traditional school setting. Students may be referred for tuition due to ill health or unmet SEN needs.

Tuition may take place in the home, the community or on site depending on student need. Each timetable is designed to meet the students' needs and interest. Whilst the focus for some students will be engagement, others have the opportunity to pursue the KS3 curriculum or work towards GCSEs and other qualifications in core subjects alongside other subjects and activities.

## **MO DISCOVER @SOUTHWOOD @PETERSHAM**

MO Discover operates from two bases, one in Kingston and one in Richmond. Available to both existing students and those in mainstream, MO Discover aims to complement existing timetables and support placements. Activities are delivered by specialist instructors and range from Arts & Crafts, to mechanics with a range of sporting options.



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# OUR ETHOS & VALUES

## Safeguarding

To ensure safety and well-being of our students, all aspects of safeguarding are rigorously monitored.



## High Expectation

Students are encouraged to aim high on both a day to day basis and in their aspirations for the future.



## Student Voice

Our approach is student centred and it's important that we know what's important to and for our students.



## Engagement

Use of outdoor education and a range of other practical and creative activities, to enable students to take risks, rise to the challenge and learn from mistakes in a safe environment.



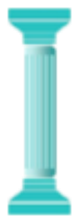


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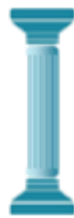
# The 4As – Our Methodology & Approach

*Behaviour is a communication | Growth Mindset: 'Not yet' | No rewards, no sanctions*



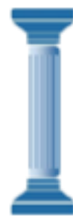
**Attachment**

The security of  
belonging to a  
community



**Altruism**

The joy of  
being to help  
others



**Achievement**

The satisfaction  
of a job well  
done



**Autonomy**

The freedom to  
make decisions  
for yourself

It is important that our students are given the opportunity to enjoy a positive school experience and that they know they can succeed. At the heart of our ethos are the 4As. Ensuring our students experience each 'A' supports them in developing their resilience and the skills necessary for the next step of their journey.

Alongside this approach is the fundamental belief that behaviour is a communication and that unconditional care and respect underpin everything we do. This means our response to students is always from a position of understanding and the desire to support. We know that a student's behaviour is never personal and we respond to situations with an emotion coaching response.

We are attachment aware and trauma informed. Not only is every day a fresh start, but every lesson and every section within a lesson. We repeatedly seek out opportunities for our students to succeed and learn from previous mistakes and experiences.

We do not have any rewards or sanctions as the evidence that our students achieve more from developing an understanding of the intrinsic value of what they are doing is plain to see.



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# OFSTED REPORT

*This is a 'Good' school where students enjoy the community feel of Malden Oaks School, where staff understand them and their needs very well. Students appreciate how staff give them the time, resources and help they need to learn. This enables students to rediscover an enjoyment in coming to school even when their previous placements have been unsuccessful.*

*Leaders are ambitious for all students. Students achieve well from many varied starting points. Parents and carers are overwhelmingly positive about the way their child's opportunities have been transformed since joining the school.*

*Students are able to pursue their interests and learn new skills through different opportunities available. They behave with courtesy and great consideration for one another around school. They understand and live up to the values which the school makes sure they learn. Lessons are very seldom disrupted. Bullying is rare and tackled effectively when it does occur.*

*The very positive relationships between staff and pupils lead to a serene, purposeful atmosphere in lessons and throughout the school. Pupils gain confidence in building and maintaining relationships with one another. Staff are quick to notice the signs that a pupil needs support to regulate their behaviour. They skilfully and calmly help pupils to become relaxed and focused again.*

*Pupils behave with courtesy and great consideration for one another around school. They understand and live up to the values which the school makes sure they learn. Lessons are very seldom disrupted. Bullying is rare and tackled effectively when it does occur.*



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# JOB DESCRIPTION

**LOCATION:** Dukes Centre (KT2 5QY)

**HOURS:** Term-time, 30 hours / week + 1 week for exams results  
(Start date: 1<sup>st</sup> September 2026)

**SALARY:** D (NJC Local Government scale points 5-9)

## JOB PURPOSE

- To provide general support across Student Services, including first-line IT support, administrative tasks, and support for data, assessment, and examinations processes.
- To act as an initial point of contact for day-to-day issues, resolving straightforward problems and supporting the smooth running of school systems and processes.

## MAIN DUTIES AND RESPONSIBILITIES

### ICT SUPPORT TASKS

- Provide first-line support for day-to-day IT issues across the school
- Assist with basic IT issues, carrying out basic checks and potential solutions before escalating to the ICT Manager
- Triage ICT Requests, responding or actioning as appropriate, and escalating more complex or technical issues to the ICT Manager
- Assist with the setup, maintenance, and organisation of ICT systems and hardware

### DATA, ASSESSMENT, AND EXAMS SUPPORT TASK

- Provide support with data and exams tasks as required
- Assist with data protection compliance processes and checks
- Assist with administration related to school assessments and tracking
- Support the preparation and organisation of examination materials and processes
- Assist with maintaining documentation in line with school procedures



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## MAIN DUTIES AND RESPONSIBILITIES (CONTINUED)

### ADMINISTRATIVE TASKS

- Carry out general administrative duties to support Student Services
- Assist with filing, communication, and organisation of information
- Support the coordination of day-to-day operational tasks
- Help ensure systems and processes are followed consistently

### OTHER GENERAL

- Engage and interact appropriately and professionally with students, being aware of their needs. Treat all colleagues in a courteous and helpful manner, challenging discriminatory behaviour
- Willingness to undertake training as appropriate to carry out duties effectively
- Review and develop own knowledge and skills
- Maintain effectiveness as a member of staff through ongoing professional development
- Maintain confidentiality at all times
- Be aware of, and comply with, safeguarding, health and safety, confidentiality and data protection policies
- Attend staff meetings and training where required
- Undertake any other reasonable duties suitable for the grading of the role, as directed by Head of Student Services or the Headteacher



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# PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Good standard of general education including English and Maths</li></ul>	<ul style="list-style-type: none"><li>• Relevant IT qualification or certification</li><li>• Full UK driving licence</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience using a range of IT systems, software, and hardware</li><li>• Experience organising workload and following processes accurately</li></ul>	<ul style="list-style-type: none"><li>• Experience working in a school or similar environment</li><li>• Experience providing IT support (including informal support to friends/family/colleagues)</li><li>• Familiarity with SIMS or similar school management information systems</li><li>• Experience working with and manipulating spreadsheets or basic databases</li></ul>



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# PERSON SPECIFICATION

	Essential	Desirable
<b>Knowledge and Abilities</b>	<ul style="list-style-type: none"><li>• Good IT skills and confidence using technology, software, and hardware</li><li>• Ability to quickly master new IT systems</li><li>• Ability to troubleshoot problems independently</li><li>• Good working knowledge of Google Workspace (Docs, Sheets, Drive, Gmail)</li><li>• Ability to follow processes and solve problems</li><li>• Excellent organisation and communication skills</li><li>• Willingness to learn and develop new skills</li></ul>	<ul style="list-style-type: none"><li>• Basic understanding of school data and/or exam processes</li><li>• Knowledge of data protection requirements</li><li>• Familiarity with Google Workspace administration</li></ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Reliable and professional approach</li><li>• Ability to work independently and as part of a team</li><li>• Flexible and adaptable attitude</li><li>• Calm and patient under pressure</li><li>• Commitment to confidentiality and safeguarding</li></ul>	