



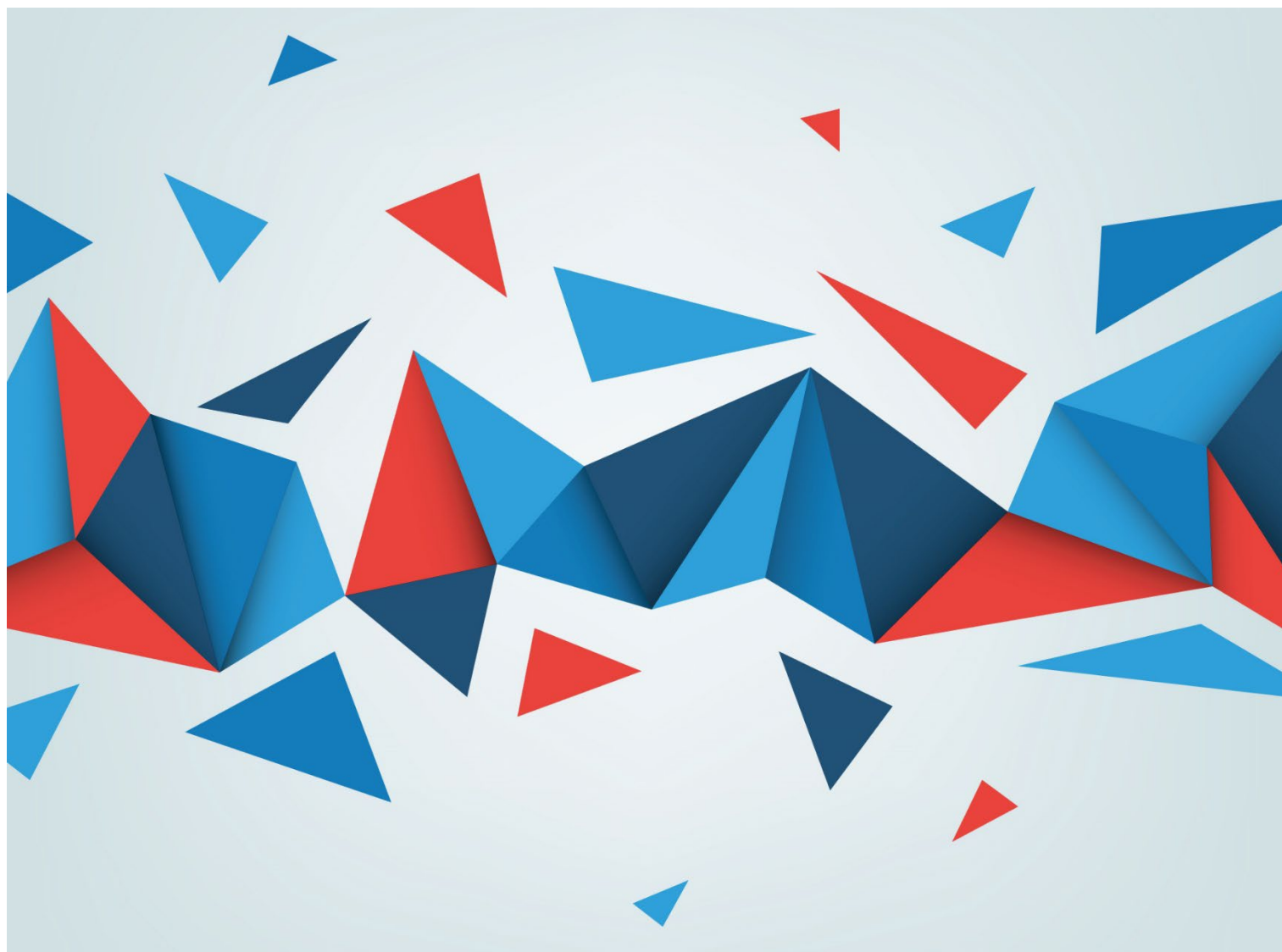
For Schools
For Learning
For Support

IT Systems & Support Limited

Support Costing Overview - V1.03

Support Services for 2025 to 2026

For Academies, Secondary, Primary, Infant, Junior, Special, Nursery, Independent and Free Schools Including Public Sector



Foreword

This document provides details of services provided to your establishment via IT Systems & Support Limited.

IT Systems provides a dedicated and high quality service to support school Curriculum and Administration systems. This service is based within the Darlington area and provides on-site, remote and web based support.

To provide first, second and third line technical support to all client schools for administrative and curriculum use computers, including helpdesk, dedicated regular technical support and administration of broadband connectivity.

IT Systems remit is to support schools to raise standards of achievement, improve the quality of teaching and learning, create and share information via digital resources and improve administrative efficiency through the use of ICT. To support schools in implementing issues surrounding workforce reform by working alongside the supported school curriculum team, third party and multi agency departments.

John R Agar MSc
Managing Director
IT Systems & Support Limited

Version Information

Document Title:	Support Costing Overview
Document Owner:	Mr John Agar - IT Systems & Support Limited
Audience:	Schools / Education Establishments / Public Sector
Distribution:	Restricted
Version Number:	V1.03
Date:	1 st April 2025

IT Systems – Annual Service Provision

TECHNICAL SUPPORT - HELPDESK (Reactive Support)				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Remote Support Only	£20.65	£88.82	£808.23	£1,065.80
On-Site Support Only	£25.66	£110.33	£1,004.00	£1,323.96

TECHNICAL SUPPORT - ON-SITE (Proactive Support)				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Half-Day a month on-site support	£24.69	£106.15	£965.97	£1,273.81
Half-Day a fortnight on-site support	£49.37	£212.30	£1,931.95	£2,547.63
Two hours a week on-site support	£61.54	£264.61	£2,407.94	£3,175.31
Half-Day a week on-site support	£98.74	£424.60	£3,863.89	£5,095.24

CLOUD SUPPORT - HELPDESK (Reactive Support) (G-CLOUD)				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Remote Support Only	£20.65	£88.82	£808.23	£1,065.80
On-Site Support Only	£25.66	£110.33	£1,004.00	£1,323.96

CLOUD SUPPORT - ON-SITE (Proactive Support) (G-CLOUD)				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Half-Day a month on-site support	£24.69	£106.15	£965.97	£1,273.81
Half-Day a fortnight on-site support	£49.37	£212.30	£1,931.95	£2,547.63
Two hours a week on-site support	£61.54	£264.61	£2,407.94	£3,175.31
Half-Day a week on-site support	£98.74	£424.60	£3,863.89	£5,095.24

CLOUD MANAGED SERVICE (G-CLOUD)				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Baseline Cloud Managed Service - Remote Support Only	£277.88	£1,194.88	£10,873.38	£14,338.52
Baseline Cloud Managed Service - Remote Support Only - Education Sector	£46.31	£199.15	£1,812.23	£2,389.75
Half-Day a month on-site support	£24.69	£106.15	£965.97	£1,273.81
Half-Day a fortnight on-site support	£49.37	£212.30	£1,931.95	£2,547.63
Two hours a week on-site support	£61.54	£264.61	£2,407.94	£3,175.31
Half-Day a week on-site support	£98.74	£424.60	£3,863.89	£5,095.24

SPECIALIST SUPPORT / SERVICE				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Wifi Support Service	£5.09	£21.87	£199.00	£262.42
Switching Support Service	£5.09	£21.87	£199.00	£262.42
AV Maintenance Service (per device 3x times a year)	£1.53	£6.59	£60.00	£79.12

HARDWARE SUPPORT / SERVICE				
Item	Cost per week	Monthly Cost	Annual Cost (39 weeks Education Terms)	Annual Cost (52 weeks standard terms)
Laptop Battery Replacement Service (Excluding Teacher Laptops) – Per Laptop	£0.77	£3.30	£30.00	£39.56
Machine Support Cost Repair / Break-Fix – Per Device	£1.28	£5.49	£50.00	£65.93
Hardware Support Exc. Malicious – Per Site (provisioned with Machine Support Costs)	£51.11	£219.78	£2,000.00	£2,637.36
Hardware Support – Classroom Teaching Equipment Repair / Break-Fix - Per Classroom / Interactive Screen	£5.11	£21.98	£200.00	£263.74

VOIP AS A SERVICE			
Item	Cost per week	Monthly Cost	Annual Cost
SIP Trunk Provision (£12.00 per month per line)	£3.00	£12.00	£144.00
Handset - Basic (£11.00 per month)	£2.75	£11.00	£132.00
Handset - Keylink (14.00 per month)	£3.50	£14.00	£168.00
Handset - Wireless (£20.00 per month)	£5.00	£20.00	£240.00
Call routing (for MAT and cross-campus sites)	£5.00	£20.00	£240.00
Voicemail (per month per line)	£0.33	£1.33	£16.00
VOIP Support (Per Device remote and email)	£0.21	£0.83	£10.00

BROADBAND			
Item	Cost per week	Monthly Cost	Annual Cost
100mb Leased Line	-		POA
1000mb Leased Line	-		POA
Managed Boundary Firewall - Small	£10.42	£41.67	£500.00
Managed Boundary Firewall - Medium	£15.63	£62.50	£750.00
Managed Boundary Firewall - Large	£20.83	£83.33	£1,000.00
Managed Filter - Small	£10.42	£41.67	£500.00
Managed Filter - Medium	£15.63	£62.50	£750.00
Managed Filter - Large	£20.83	£83.33	£1,000.00
Third Party Routing (SIP etc)	£6.25	£25.00	£300.00

DPO AS A SERVICE			
Item	Cost per week	Monthly Cost	Annual Cost
A - Single School <29.9 FTE	£26.04	£104.17	£1,250.00
B - Single School 30-59.9 FTE	£31.25	£125.00	£1,500.00
C - Single School 60.0-89.9 FTE	£36.46	£145.83	£1,750.00
D - Single School >90 FTE	£41.67	£166.67	£2,000.00

E - MAT <99.99 FTE	£41.67	£166.67	£2,000.00
F - MAT 100-199.99 FTE	£62.50	£250.00	£3,000.00
G - MAT 200-299.99 FTE	£83.33	£333.33	£4,000.00
H - MAT 300-399.99 FTE	£104.17	£416.67	£5,000.00
I - MAT 400-499.9 FTE	£125.00	£500.00	£6,000.00
J - MAT 500-749.99 FTE	£156.25	£625.00	£7,500.00
K - MAT 750-999.99 FTE	£187.50	£750.00	£9,000.00
L - MAT >1000 FTE	£218.75	£875.00	£10,500.00
N - Nursery / Childcare Provider <0	£6.25	£25.00	£300.00

MIS SUPPORT			
Item	Cost per week	Monthly Cost	Annual Cost
Remote Support	£13.33	£53.33	£640.00
Core Support – Primary Setting	£8.23	£32.92	£395.00
Core Support – Secondary Setting	£35.31	£141.25	£1,695.00
Service Cost (Per Pupil)	£0.05	£0.21	£2.50

CLOUD CONNECT FOR SCHOOLS (G-CLOUD)			
Item	Cost per week	Monthly Cost	Annual Cost
Cloud Service Core (cost per pupil per year): - Remote Access	£0.25	£1.00	£12.00
Cloud Service Basic (cost per pupil per year) - Remote Access - Platform	£0.33	£1.33	£16.00
Cloud Service Standard (cost per pupil per year): - Remote Access - Platform - VOIP	£0.42	£1.67	£20.00

Cloud Service Premium (cost per pupil per year):			
- Remote Access			
- Platform	£0.50	£2.00	£24.00
- VOIP			
- IaaS			

PLATFORM AS A SERVICE (G-CLOUD)			
Item	Cost per week	Monthly Cost	Annual Cost
Cloud Service Core (cost per user per year):			
- Remote Access	£1.50	£6.00	£72.00
Cloud Service Basic (cost per user per year)			
- Remote Access	£2.00	£8.00	£96.00
- Platform			
Cloud Service Standard (cost per user per year):			
- Remote Access	£2.50	£10.00	£120.00
- Platform			
- VOIP			
Cloud Service Premium (cost per user per year):			
- Remote Access			
- Platform	£3.00	£12.00	£144.00
- VOIP			
- IaaS			

INFRASTRUCTURE AS A SERVICE (G-CLOUD)			
Item	Cost per week	Monthly Cost	Annual Cost
Distributed Wireless Service - AP Licence (per AP)	£1.56	£6.25	£75.00

Distributed Wirleess Service - Wi-Fi 5e (802.11 ac wave 2): - AP rental (per AP) - 3 year service contract	£3.87	£15.50	£185.95
Distributed Wirleess Service - DFE Approved Wi-Fi 6e (802.11 ax wave 2): - AP rental (per AP) - 3 year service contract	£6.91	£27.64	£331.67
24-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 3 year service contract	£24.94	£99.75	£1,197.00
24-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 3 year service contract	£41.96	£167.83	£2,014.00
48-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 3 year service contract	£36.69	£146.75	£1,761.00
48-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 3 year service contract	£54.15	£216.58	£2,599.00
Wi-Fi 5e (802.11 ac wave 2): - AP rental (per AP) - 5 year service contract	£3.87	£15.50	£185.95
DFE Approved Wi-Fi 6e (802.11 ax wave 2): - AP rental (per AP) - 5 year service contract	£4.15	£16.58	£199.00
24-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 5 year service contract	£14.96	£59.85	£718.20

24-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 5 year service contract	£25.18	£100.70	£1,208.40
48-port Gigabit Layer 3 Switching: - Switch rental (per switch) - 5 year service contract	£22.01	£88.05	£1,056.60
48-port Gigabit Layer 3 POE+ Switching: - Switch rental (per switch) - 2x 1050w PSU (per switch) - 5 year service contract	£32.49	£129.95	£1,559.40
Chassis-based Layer 3 Core Switch			POA

BACKUP AS A SERVICE (G-CLOUD)			
Item	Cost per week	Monthly Cost	Annual Cost
M365 Backup Licence - Per User	£0.31	£1.25	£15.00
Base M365 / Google Workplace Backup per GB: - Original - Offsite	£0.04	£0.15	£1.75
Standard M365 / Google Workplace Backup per GB: - Original - Offsite - Replication	£0.07	£0.27	£3.25
DFE/RPA Approved M365 / Google Workplace Backup per GB: - Original - Offsite - Replication 1 - Replication 2	£0.10	£0.40	£4.75

Base System Backup per GB (inc licensing): - Original - Offsite	£0.04	£0.15	£1.75
Standard System Backup per GB (inc licensing): - Original - Offsite - Replication	£0.07	£0.27	£3.25
DfE/RPA Approved System Backup per GB (inc licensing): - Original - Offsite - Replication 1 - Replication 2	£0.10	£0.40	£4.75

IT Systems – On-Demand Service Provision

AD-HOC / PAYG (Reactive Support)		
Item	Day Rate	Cost
Remote Support (per issue up-to first hour)	-	£45.00
On-Site Support (per issue up-to first hour)	-	£95.00
Half-Day on-site (per technician)	£395.00	-
Half-Day on-site (per engineer)	£447.50	-
Half-Day on-site (per specialist)	£502.00	-
Travel (per mile)	-	£0.50

ID CARD SERVICE		
Item	Day Rate	Cost
Setup Artwork	-	£9.99
Plain Card & Holder	-	£2.50
Magstripe Card & Holder	-	£5.00
Proximity Card & Holder	-	£8.00
Plain Lanyard	-	£1.00
Printed Lanyard	-	£1.50
Custom Lanyard (min order 100)	-	£3.50

INTEGRATION SERVICE		
Item	Day Rate	Cost
M365 /Google AD Integration - Primary School	-	£595.00
M365 /Google AD Integration - Secondary School	-	£950.00
Commission Jamf iPad Image (Per Device)	-	£10.90
Commission InTune Windows Laptop Image (Per Device)	-	£10.90
Commission InTune Windows Desktop Image (Per Device)	-	£10.90
Commission Google MDM ChromeOS Image (Per Device)	-	£10.90

Commission User Type Policy in Entra / InTune / M365 (Per Policy)	-	£ 10.90
---	---	---------

INSTALLATION SERVICE		
Item	Day Rate	Cost
Commission iPad onto Jamf (Per Device)	-	£10.90
Commission Chromebook onto Google Edu Plus (Per Device)	-	£10.90
Commission Windows Device onto InTune (Per Device)	-	£10.90
Install touchscreen onto solid wall with fixed wallmount (subject to survey)	-	£495.00
Install touchscreen onto solid wall with riser wallmount (subject to survey)	-	£495.00
Project Management - Standard Project	-	£1,000.00
Project Management - Large Scale Project (Cost per £1million)	-	£10,000.00
VOIP Line Port (Per Line)	-	£50.00

CLOUD MIGRATION IMPLEMENTATION SERVICE (G-CLOUD)		
Item	Day Rate	Cost
Migrate Public Cloud tenancy (M365 to M365) Per user	-	£35.00
Migrate Public Cloud tenancy (M365 to Google & visa-versa)	-	£3,500.00
Migrate to Public Cloud (from On Prem)	£ 1,500.00	POA

TRAINING / AUDIT (including G-CLOUD)		
Item	Day Rate	Cost
MIS Training Session - On-Site (Half-Day) per user	-	£150.00
MIS Training Session - at IT Systems (Half-Day) per user	-	£100.00
GDPR Awareness Training	-	£250.00
GDPR Audit	-	£895.00
DFE ICT Standards Audit	-	£1,004.00
M365 / Google Workplace Basic User Training per user	-	£150.00
M365 / Google Workplace Advanced User Training - Enhanced to single product line per user	-	£150.00

M365 / Google Workplace Super user Training - pseudo admin level role per user	-	£495.00
--	---	---------

IT Systems – Skills For the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£395.00	£395.00	£395.00	£395.00	£395.00	£395.00
2. Assist	£695.00	£695.00	£695.00	£695.00	£695.00	£695.00
3. Apply	£695.00	£695.00	£1004.00	£695.00	£695.00	£695.00
4. Enable	£695.00	£695.00	£1004.00	£695.00	£695.00	£695.00
5. Ensure, advise	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00
6. Initiate, influence	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00
7. Set strategy, inspire, mobilise	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00	£1004.00

Standards for consultancy day rate cards

- **Consultant's working day:** 7.5 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 8:30am to 5:00pm Monday to Thursday, 8:30am to 4:30pm Friday
- **Travel, mileage subsistence:** Charged separately at cost
- **Mileage:** Charged separately at cost
- **Professional indemnity insurance:** included in day rate

Level definitions

	Autonomy	Influence	Complexity	Business skills	Knowledge
1. Follow	Works under close direction. Uses little discretion in attending to enquiries. Is expected to seek guidance in unexpected situations.	Minimal Influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems. Participates in the generation of new ideas.	• Has sufficient oral and written communication skills for effective engagement with immediate colleagues. • Uses basic systems and tools, applications and processes. • Demonstrates an organised approach to work. Has basic digital skills to learn and use applications and tools for their role. • Learning and professional development — contributes to identifying own development opportunities. • Security, privacy and ethics — understands and complies with organisational standards.	Has a basic generic knowledge appropriate to area of work. Applies newly acquired knowledge to develop new skills.
2. Assist	Works under routine direction. Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations. Plans own work within short time horizons.	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent users/customer needs..	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.	• Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/ customers. • Understands and uses appropriate methods, tools, applications and processes. • Demonstrates a rational and organised approach to work. • Has sufficient digital skills for their role. • Learning and professional development — identifies and negotiates own development opportunities.	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively

	Autonomy	Influence	Complexity	Business skills	Knowledge
				• Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work.	
3. Apply	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles.	Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks.	• Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners. • Understands and effectively applies appropriate methods, tools, applications and processes. • Demonstrates judgement and a systematic approach to work. • Effectively applies digital skills and explores these capabilities for their role. • Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. • Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work. Appreciates how own role and others support appropriate working practices.	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and	Influences customers, suppliers and partners at account level. Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking	• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. • Selects appropriately from, and assesses the impact of change to	Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the

	Autonomy	Influence	Complexity	Business skills	Knowledge
	responding to complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.	for the allocation of resources. Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.	concepts or finds innovative ways to approach a deliverable	applicable standards, methods, tools, applications and processes relevant to own specialism. • Demonstrates an awareness of risk and takes an analytical approach to work • Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. • Contributes specialist expertise to requirements definition in support of proposals. • Shares knowledge and experience in own specialism to help others. • Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others. • Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary	organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively
5. Ensure, advise	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses,	Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned	Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work	• Demonstrates leadership in operational management. • Analyses requirements and advises on scope and options for continual operational improvement. • Assesses and evaluates risk.	Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the

	Autonomy	Influence	Complexity	Business skills	Knowledge
	designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.	work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.	activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.	• Takes all requirements into account when making proposals. • Shares own knowledge and experience and encourages learning and growth. • Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. • Understands and evaluates the organisational impact of new technologies and digital services. • Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. • Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. • Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. • Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.	business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply
6. Initiate, influence	Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and	Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers	Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering	• Demonstrates leadership in organisational management. • Understands and communicates industry developments, and the role and impact of technology.	Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors

	Autonomy	Influence	Complexity	Business skills	Knowledge
	quality aspects. Establishes organisational objectives and assigns responsibilities.	and partners at senior management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.	technical, financial and quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/ organisation.	• Manages and mitigates organisational risk. • Balances the requirements of proposals with the broader needs of the organisation. • Promotes a learning and growth culture in their area of accountability. • Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities. • Identifies and endorses opportunities to adopt new technologies and digital services. • Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy. • Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives. • Learning and professional development — takes the initiative to advance own skills and leads the development of skills required in their area of accountability. • Security, privacy and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.	and clients. Promotes the application of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.
7.	At the highest organisational level, has	Inspires the organisation, and	Applies the highest level of leadership to the	• Has a full range of strategic management and leadership skills.	Has established a broad and deep business

	Autonomy	Influence	Complexity	Business skills	Knowledge
Set Strategy, inspire, mobilise	authority over all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.	influences developments within the industry at the highest levels. Makes decisions critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to corporate vision and strategy.	formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value through vision, governance and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.	• Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies. • Establishes governance to address business risk. • Ensures proposals align with the strategic direction of the organisation. • Fosters a learning and growth culture across the organisation. • Assess the impact of legislation and actively promotes compliance and inclusivity. • Advances the knowledge and/or exploitation of technology within one or more organisations. • Champions creativity and innovation in driving strategy development to enable business opportunities. • Communicates persuasively and convincingly across own organisation, industry and government to audiences at all levels. • Learning and professional development — ensures that the organisation develops and mobilises the full range of required skills and capabilities. • Security, privacy and ethics — provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation.	knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.

Information and documentation is provided in confidence and is the intellectual property of IT Systems & Support Limited. Documents are provided freely for use within the named establishment, however sharing or use of this document or information contain within for external tender purposes is prohibited.

Content and specification of service within this and other documents are subject to change without notice please contact IT Systems & Support Limited for clarification on any aspect as required