



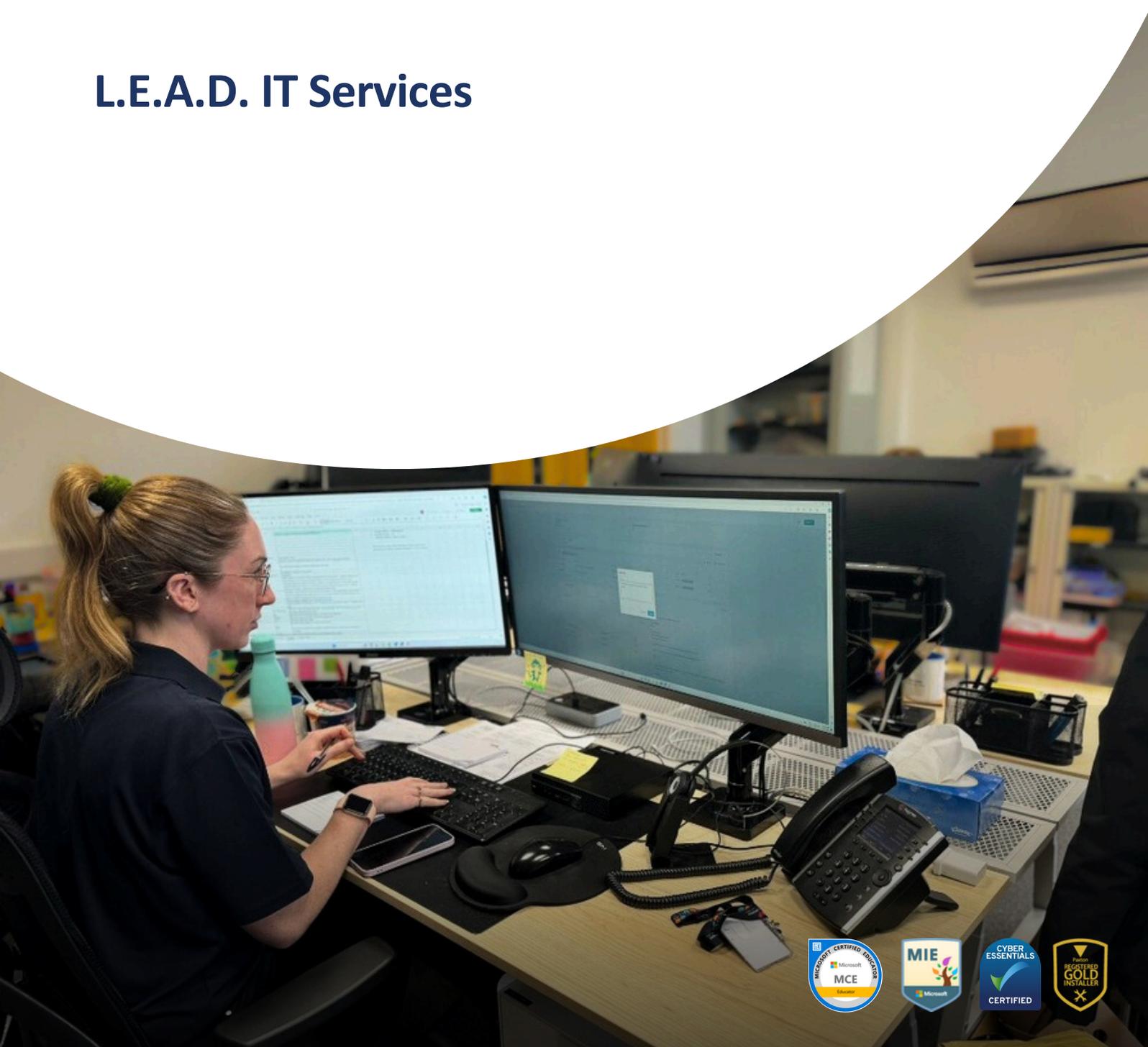
L.E.A.D. IT Services

Lead • Empower • Achieve • Drive

Candidate Information Pack

Business Development Officer

L.E.A.D. IT Services





Welcome from the Director

We all know that people are the foundation of any great organisation. We would not be where we are today, without our committed employees and loyal customers. With over 15 years of working with hundreds of organisations, we have an end-to-end ICT Managed Service to ensure our clients are fully supported.

If you are ambitious, determined, energetic and passionate about IT and if you want to join us on our mission, then we look forward to receiving your application.

Lee Jepson, IT Director



About L.E.A.D. IT Services

Noel-Baker IT Services started in 2010 and was created as an entity of the school, Noel-Baker. Over the years, the business has continued to grow, as has the number of staff within the team.

In 2016, Noel-Baker joined L.E.A.D. Academy Trust and at this point the company changed its name to L.E.A.D. IT Services.

During 2017, the company expanded to more than 25 team members, supporting over 90 schools and businesses, ranging from nurseries to colleges to specialist schools.

We now have over 50 dedicated team members supporting in excess of 150 schools and businesses across the UK.

Our office is located in Pride Park, with convenient access to public transport. Spanning two floors, our spacious office offers a collaborative and friendly environment where you'll work alongside our welcoming and supportive team members. Many of our team have been with us from the beginning, while others have joined along the way, creating a diverse and dynamic group that's truly rewarding to be a part of.

When you join us, you'll enjoy an excellent benefits package, including a generous holiday entitlement that increases with length of service, access to discounted shopping, entertainment, and lifestyle schemes, and a competitive pension plan.



L.E.A.D. IT Services
4 Riverside Court, Pride Park, Derby, DE24 8HY

Our values



LEAD

We lead by example, setting the standard for excellence in IT services. We take the initiative to pave the way for technological innovation and progress in the industry.

EMPOWER

We empower our employees to reach their full potential, providing them with the tools, knowledge, and opportunities they need to excel. We believe that by nurturing their growth, we, in turn, empower our clients to succeed.

ACHIEVE

We are dedicated to achieving outstanding results for our clients. Our commitment to achieving excellence in every project, no matter the scale, drives us to deliver exceptional solutions and services.

DRIVE

We have a relentless drive to adapt and improve in a rapidly evolving tech landscape. Our determination to keep pushing boundaries, seeking new solutions, and staying ahead of the curve ensures our clients always benefit from the latest advancements in IT services.

Careers with L.E.A.D. IT Services

Working together to lead the highest outcomes for all.

Many of our staff have been with us since starting as junior members of staff or as apprentices. We are passionate about giving our team the skills and qualifications they need to succeed and move on to other roles within the company and the freedom to pursue their own interests within the field.

We believe in promoting from within wherever possible and are always looking for new and innovative ways to develop and motivate our staff, such as team away days, recognised online training qualifications and other team centered activities.

Employee feedback

"I love working for L.E.A.D. IT Services as everyday is different. I have gained customer service skills and developed my overall knowledge of IT."

"Joining L.E.A.D. IT Services means joining a team that values your dedication, rewards your success, and invests in you."



Benefits of being part of L.E.A.D. IT Services



We recognise that successful people place value on a range of benefits associated with their careers, including receiving professional recognition, commensurate financial reward, job satisfaction, opportunity to innovate and a balanced approach to work and personal time. We place value on these aspects too.



Competitive salary

All roles (with the exception of apprentices) are subject to a minimum hourly rate, which is currently significantly above the National Living Wage amount. All our support staff roles are subject to a competitive 6-point salary range, allowing for progression within the role.



Enhanced holiday allowance

Staff benefit from an enhanced holiday allowance starting at 26 or 31 days, up to a maximum of 36 days. The allowance is dependent on the role and amount of service, increasing after 5 and 10 years' service. This is in addition to any Bank or Public holidays.



Online GP service

24/7 access to online GP consultations, providing advice, diagnosis, referrals, and ongoing support for all staff.



Flu vaccinations

Free seasonal flu vaccinations for employees who are not otherwise eligible, ensuring health and wellbeing.



CPD

Excellent CPD opportunities through established routes, supporting professional growth and career progression.



Employee Assistance Programme

Free 24/7 support for employees, offering counselling and resources for emotional, financial, and legal issues.



Free eye test

Free eye test every two years for regular computer users, reimbursed through expenses to promote wellbeing.



Travel expenses

Business travel expenses reimbursed at the HMRC maximum mileage rate to support staff travel needs.



Occupational Health

FREE services available to support employee well-being and promote a healthy work environment.



Access to discounts

Access to free staff discounts and cashback for a huge range of products.

Further information about our benefits can be found on the website.



Senior IT Technician

Location: L.E.A.D. IT Services

Salary: TBC

Closing date: 30th November 2025

Interview date: TBC

Start date: TBC

Job Purpose

This role will be responsible for shaping and delivering the company's effectiveness and growth strategy within the education sector and expanding into the wider commercial market. L.E.A.D. IT Services has strong roots in the education sector - with managed IT support and consultancy tailored for schools and multi-academy trusts. This role offers the opportunity to build on that foundation and spearhead excellence and growth in both the education sector and new commercial markets. This role reports directly to the Director of IT and serves as part of the leadership team, contributing to overall company strategy, performance governance and growth initiatives.

At L.E.A.D we have a strong vision and four core principles, to lead, empower, achieve and drive. These principles underpin the day to day culture for support to our academies.

Duties and Responsibilities

Reporting directly to the Director of IT, you will be a key member of the leadership team, overseeing commercial operations, business development and strategic marketing alignment to drive efficiencies, deepen client relationships and broaden market reach.

Commercial Operations

- Lead the company's commercial operations, ensuring efficient, scalable delivery of services tailored to education clients and commercial customers alike.
- Develop and implement account management frameworks that enhance client retention, satisfaction and lifetime value across both educational and commercial sectors.
- Monitor, report and optimise commercial performance, using KPIs, forecasting and reporting tools to ensure bottom-line impact and operational excellence.

Duties and Responsibilities



Business Development & Market Expansion

- Identify and pursue business opportunities in both the core education sector and adjacent commercial markets - including partnerships, joint ventures and sponsorship opportunities to drive revenue and brand value.
- Drive appropriate growth from the existing customer base while expanding into new sectors or geographies; ensuring L.E.A.D. IT Services leverages its education sector credentials into wider commercial offerings.
- Lead the development of high-quality proposals, bids and tenders, aligned with brand positioning and strategic priorities.
- Represent L.E.A.D. IT Services externally at industry events, educational forums, commercial partner meetings and conferences to promote brand visibility and secure strategic relationships.
- Conduct market research and competitor analysis to inform strategic direction, identify emerging opportunities and shape commercial strategy.

Marketing & Strategic Alignment

- Provide strategic and operational oversight of marketing and communications functions, ensuring that marketing strategy supports brand positioning and business objectives in both education and commercial markets.
- Collaborate with internal marketing and communications to develop and coordinate strategic marketing plans, promotional platforms and brand campaigns - ensuring they align with commercial and business development goals.
- Guide the use of digital, print, event and stakeholder-engagement channels to strengthen visibility, credibility and customer engagement.
- Use analytics, customer insights and market intelligence to drive strategic marketing decisions, refine positioning and measure impact.
- Champion a culture of strategic thinking, data-driven decision-making and continuous improvement across all marketing, commercial and operational functions.

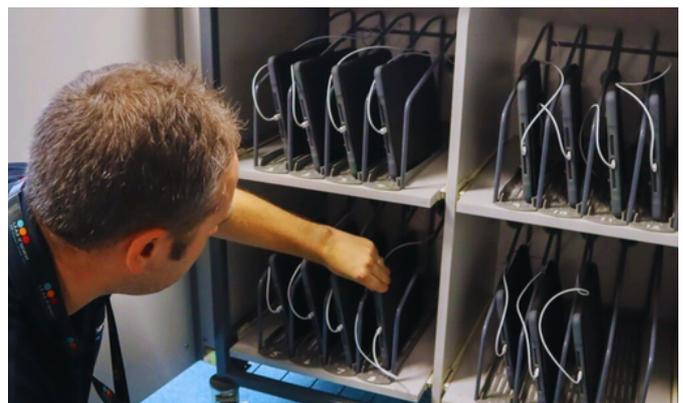


Influencing and Managing Relationships

- Build and maintain strategic relationships with key clients, partners and stakeholders - particularly engaging in in-person meetings, school visits, sector events and commercial forums.
- Oversee supplier relationships, contracts and procurement processes to ensure cost-effective, compliant, high-quality delivery aligned with operational and commercial goals.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities. Job descriptions are reviewed periodically and update from time to time in line with requirements.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.



Person specification



The person specification listed below outlines the competences, knowledge and behaviour of candidates who would be suitable for this role. The criteria below provides guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria).

Qualifications and Attainments	Desirable criteria
	<ul style="list-style-type: none"> • Studied to a minimum standard of GCSE (grade A* - C), or equivalent, in English and Maths • Bachelor's degree in a relevant field

Skills and Knowledge	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • Excellent communication skills, both written and oral, with the ability to communicate effectively with people at all levels • Effective negotiation skills • Strong leadership skills – capable of motivating stakeholders, internal teams and external partners • High level organisational skills • Strategic thinker with an analytical mindset, comfortable using CRM, business intelligence and analytics tools to inform decision-making. • Able to work to tight deadlines, managing and prioritising time effectively • Self-starter, with and ability to work independently & use own initiative to overcome obstacles • Ability to proactively manage own workloads to ensure deadlines are met and all processes undertaken in a timely manner • Financial awareness and ability to manage budgets and commercial agreements 	<ul style="list-style-type: none"> • Understanding of brand strategy, digital marketing, stakeholder engagement and service positioning in mission-driven organisations.

Person specification



The person specification listed below outlines the competences, knowledge and behaviour of candidates who would be suitable for this role. The criteria below provides guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria).

Experience	Essential criteria	Desirable
	<ul style="list-style-type: none">• Significant senior leadership experience in business development, commercial operations or strategic growth roles – ideally within the education, technology or services sectors.• Demonstrated success in building and maintaining key client and partner relationships, including in-person engagement and stakeholder management.• Proven track record of expanding business into new markets and driving growth within existing customer bases.	<ul style="list-style-type: none">• Experience within the education, third sector or technology industry.

Person specification



The person specification listed below outlines the competences, knowledge and behaviour of candidates who would be suitable for this role. The criteria below provides guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria).

	Essential criteria
Personal Attributes	<ul style="list-style-type: none">• Commercially astute, strategic and growth-oriented with a strong bias for deliverables.• Confident and effective in representing the organisation externally and engaging in high-profile partner meetings.• Highly organised and proactive, with the ability to balance big-picture strategy and detail-oriented execution.• Collaborative and inclusive leader capable of working across teams and fostering and reflecting the company's culture.• Adaptable and resilient in a changing environment, comfortable managing multiple priorities and delivering results in fast-paced settings.

	Essential criteria
Additional Requirements	<ul style="list-style-type: none">• This role is subject to an enhanced DBS• Hold a driving licence and have access to own vehicle



How to apply

Closing date: 30th November 2025
Interview date: TBC
Contact email: jobvacancies@leaditservices.co.uk

Please send a completed application form and covering letter explaining your interest in the role and how you meet the person specification to the email above.

Applications will be reviewed upon receipt, therefore shortlisted candidates may be contacted in advance of the closing date.

L.E.A.D. Academy Trust is committed to safeguarding and promoting the welfare of children and young people and we can expect all staff and volunteers to share this commitment. This post is subject to an enhanced DBS check.

For an informal, confidential discussion about this opportunity, or to book a visit to meet the staff, please email jobvacancies@leaditservices.co.uk

For more information please visit our website <https://www.leaditservices.co.uk/>



About the Trust

We are proud to be part of L.E.A.D. Academy Trust.

L.E.A.D. Academy Trust was established by Diana Owen, CBE in 2011 using her considerable experience as an executive headteacher, National Leader of Education, Primary Strategy Consultant Leader, coach and mentor.

The Trust comprises 24 primary and 3 secondary academies across the East Midlands. All academies strive to achieve the highest standards of behaviour and conduct while providing outstanding teaching and learning.

Our values

The acronym L.E.A.D. embodies the four key principles at the heart of the Trust: strong leadership at every level; empowering everyone to aim high; providing the opportunity for all to achieve and constantly driving for improvement.



Lead



Empower



Achieve



Drive

“We are determined to bring about change and improvement to educational standards in the region by appointing visionary leaders who believe in the Trust’s vision and values and are committed to making a tangible difference to the lives of children and young people.”

Diana Owen, CBE Trustee and Chief Executive of L.E.A.D. Academy Trust.



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Primary Academies



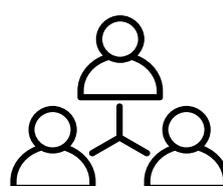
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Secondary Academies



05

Geographical Regions



11,500

Pupils



1,650

Staff



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L.E.A.D. IT Services
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Derby, DE24 8JN

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