

# Infrastructure & Cyber Security Apprentice

 gateway  
qualifications

*learning your way*

## A message from our Chief Executive Officer

Welcome to Gateway Qualifications

Our vision is 'to be the awarding organisation of choice, supporting learners and apprentices through their gateway to success'.

We do this by creating the highest quality products and services that are accessible to all learners and apprentices and that meet the needs of all types of providers.

Our expert teams have been supporting providers and supporting learner success for more than 30 years. Over that time, we have constantly evolved to remain responsive to our customer requirements and the changing demands of the learning and skills sector.

Our own success is supported by our genuine desire to provide the best service possible, through sharing our expert knowledge and sector experience, and by building strong working relationships with centres and partners.

If you work hard to be the best in your field and thrive on working as part of a team, we would like to hear from you.

It is only through our people we can continue our success story. We look forward to meeting you.

Fabienne Bailey  
CEO

## About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

As an Awarding Organisation we offer a wide range of Regulated qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

By joining Gateway Qualifications, you'll become part of an award-winning team dedicated to making a meaningful difference in the lives of learners. Our commitment to excellence has been recognised across multiple categories at the Federation of Awarding Bodies (FAB) Awards, including accolades for our qualifications, learner support, innovation, and collaborative partnerships.

We're proud of the impact we make, and we're excited to welcome others who share our passion for quality, integrity, and learner success.

## How To Apply

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If you are interested in this role, apply through our careers page. Please include your CV and a Covering Letter that tells us why you're suited to the role.

**The closing date for applications will be midday on 30 September 2026.**

We reserve the right to close this vacancy early if we receive sufficient applications for the role. We may also consider applications as they arrive and may start interviewing prior to the closing date. Therefore, **if you are interested, we encourage you to submit your application as early as possible.**

All candidates shortlisted for interview will be required to complete an online digital literacy skills assessment and/or a role-related task as part of the selection process.

Interviews will be held online to ensure accessibility and flexibility for all candidates. **First stage interviews are expected to take place during the week commencing 12 October 2026**

Please note that you must have proof that you have the right to work and live in the UK.

Guided by our values of **Partnership, Integrity, Quality and Originality**, we are committed to creating an inclusive workplace where diverse perspectives are respected and valued. We welcome applications from people of all backgrounds, including those who bring different perspectives, identities, life experiences or ways of thinking.

As part of our commitment to building a more balanced and representative organisation, we particularly encourage applications from groups currently under-represented within our workforce, including men, people from ethnic minority backgrounds and younger people

## JOB DESCRIPTION

|                               |                                                                                                                                                                                                                                                                                   |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>              | <b>Infrastructure &amp; Cyber Security Apprentice</b>                                                                                                                                                                                                                             |
| <b>Reports to</b>             | Head of IT                                                                                                                                                                                                                                                                        |
| <b>Division/Department</b>    | Corporate Services / IT                                                                                                                                                                                                                                                           |
| <b>Employment Status</b>      | 2-year Fixed Term Contract                                                                                                                                                                                                                                                        |
| <b>Working Hours</b>          | Fulltime, 35 hours per week. Hours and days to be agreed with manager and may be subject to change to respond to business and customer needs. Time will also be allocated from the 35 hours for apprenticeship training and study in accordance with apprenticeship requirements. |
| <b>Responsible For</b>        | n/a                                                                                                                                                                                                                                                                               |
| <b>Location</b>               | This is a remote, work-from-home role, giving you the flexibility to work from anywhere in the UK.                                                                                                                                                                                |
| <b>Salary or Salary Range</b> | National Apprenticeship Rates (based on age)<br>£16,016.00 - £25,445.42 per annum                                                                                                                                                                                                 |

## Job Purpose

The Cyber Security Technician Apprentice will undertake a structured **Level 3 Cyber Security Technician Apprenticeship**, combining formal training with practical workplace experience to develop the knowledge, skills and behaviours required for a career in cyber security and IT support.

Working under the guidance of the Head of IT and IT System Administrator, the postholder will support the delivery, maintenance and security of the organisation's IT systems, infrastructure and digital services. The role will provide hands-on experience in a cloud-first environment, enabling the apprentice to develop technical competence in cyber security, information security, IT operations and user support while contributing to the effective operation of the organisation's technology services.

The apprentice will be expected to actively participate in all aspects of the apprenticeship programme, applying learning in the workplace and working towards successful achievement of the Level 3 Cyber Security Technician qualification.

## Responsibilities and Accountabilities

**Supporting the management and maintenance of IT infrastructure and cloud services.**

- Assisting with the monitoring of servers, devices, networks and cloud services.
- Supporting routine maintenance activities including software updates, patching and system health checks.
- Assisting with backup monitoring, verification and disaster recovery testing activities.
- Maintaining accurate technical documentation and operational procedures.
- Supporting the administration and maintenance of Microsoft 365, Entra ID, Intune and other cloud-based business systems.

#### **Supporting cyber security and information security activities.**

- Assisting with the implementation and maintenance of cyber security controls and security best practices.
- Assisting with the administration of endpoint protection, multi-factor authentication and device security controls.
- Assisting with the monitoring and investigation of security alerts under supervision.
- Supporting vulnerability management, patch compliance and remediation activities.
- Helping maintain security records, asset records and compliance documentation.
- Assisting with cyber security incident response, investigation and reporting activities under supervision.
- Promoting good cyber security awareness and safe working practices across the organisation.

#### **Providing operational IT support.**

- Supporting users with hardware, software, system access and connectivity issues.
- Assisting with account administration, access permissions and onboarding activities.
- Investigating and resolving routine technical issues, escalating where appropriate.
- Contributing to the delivery of a responsive, professional and customer-focused high-quality IT support service.
- Maintaining accurate records of support requests, actions taken and resolutions

#### **Supporting compliance, governance and continuous improvement activities.**

- Assisting with audits, security reviews and compliance activities.
- Supporting the maintenance of accurate asset, licence and configuration records.
- Identifying opportunities to improve processes, documentation and service delivery.
- Developing an understanding of data protection, cyber security and regulatory requirements.
- Ensuring all activities are carried out in accordance with organisational policies, procedures and security standards.

#### **Contributing to IT Projects and technology improvements**

- Supporting infrastructure and security projects through research, testing and implementation activities.
- Assisting with technology deployments, upgrades and system improvements.
- Contributing ideas and recommendations to improve services, security and operational efficiency.
- Supporting the use of automation and digital technologies to improve service efficiency and effectiveness.

#### **Participating in the apprenticeship programme and professional development**

- Actively participating in all apprenticeship training, learning activities and assessments.
- Applying knowledge and skills gained through training to workplace activities.

- Maintaining progress towards apprenticeship milestones and qualification requirements.
- Completing required coursework, portfolio evidence and off-the-job training activities within agreed timescales.
- Demonstrating a commitment to continuous learning, professional development and the organisation's values and behaviours.

## PERSON SPECIFICATION

### Apprenticeship Eligibility (Essential)

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The successful candidate must be eligible to undertake and complete the **Level 3 Cyber Security Technician Apprenticeship** in accordance with apprenticeship funding rules and the apprenticeship training provider requirements (Ginger Nut Training).

#### Candidates Must:

- Have the right to work and live in the UK.
- Meet the eligibility requirements of the apprenticeship training provider.
- Be able to commit to the completion of the apprenticeship programme, including off-the-job training, assignments and assessments.
- Not already hold a qualification at the same or higher level in a closely related subject that would make them ineligible for apprenticeship funding (where applicable).

### Qualifications

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#### Essential

- GCSE English Language and Mathematics at Grade 4/C or above (or equivalent qualification).

#### Desirable

- Candidates under the age of 19, who do not already hold these qualifications may still be considered, subject to apprenticeship provider requirements and must possess a willingness to work towards any required English and/or Maths or functional skills qualifications as part of the apprenticeship programme.

### Experience, Knowledge and Skills

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#### Essential

- Demonstrable interest in IT, technology, infrastructure or cyber security through education, self-study, personal projects, work experience, volunteering or hobbies.
- Basic understanding of:
  - Computer hardware and operating systems
  - Networking concepts
  - Cyber security principles and safe online practices
- Ability to learn new systems, technologies and processes quickly.
- Strong problem-solving and analytical skills.
- Good written and verbal communication skills.
- Ability to work accurately and pay attention to detail.

- Ability to organise and prioritise workloads effectively.

### Desirable

- Experience using Microsoft 365 applications.
- Exposure to cloud services, networking, cyber security tools or home lab environments.
- Experience troubleshooting hardware or software issues.
- Experience gained through school, college, university, work placements, volunteering, personal projects or self-directed learning.

## Personal Qualities

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- Enthusiastic and motivated to develop a career in cyber security and technology.
- Curious and willing to learn from others.
- Demonstrates initiative and a proactive approach to work.
- Able to work independently and as part of a team.
- Demonstrates professionalism, integrity and accountability.
- Committed to delivering excellent customer service.
- Able to work in line with Gateway Qualifications' values of Partnership, Integrity, Originality and Quality.

## Working at Gateway Qualifications

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We are both a business and a charity, united by a mission to support our centres and empower education across the UK.

Our leadership team and Board of Trustees is deeply committed to our educational and charitable goals, ensuring everything we do is driven by purpose and impact.

We take pride in our customer-focused approach, collaborating with schools, colleges, charities, and learning providers nationwide to deliver meaningful outcomes.

Our team is made up of 70+ core staff, supported by a wider network of consultants and associates (our wider workforce), bringing our total workforce to around 200 dedicated professionals.

## Accreditations

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## Our Company Values

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We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone to demonstrate these in their everyday work when representing Gateway Qualifications. All staff and Wider Workforce are expected to conduct their work in line with the organisation's values.



### Partnership

Working together  
Supporting teamwork across the organisation  
Communicating, listening, supporting, and collaborating



### Integrity

Behaving ethically, with openness and honesty  
Trusting and respecting each other  
Taking ownership of our performance



### Originality

Embracing change  
Thinking creatively and innovating  
Encouraging positive risk taking



### Quality

Striving to do things right every time.  
Taking pride in what we do  
Continuously improving

## Our Benefits

**Salary:** We all like to feel we are fairly rewarded for our hard work. At Gateway Qualifications equality and fairness are a core part of our HR strategy. We have an open and transparent pay scale model that rewards staff through a 6 point pay scale.

You will be able to progress through the scales based on achieving your objectives and contributing to a successful organisation. The scales are regularly benchmarked, and we believe we pay competitive salaries. We are happy to talk through any queries about the pay as we like to attract the best candidates.

**Pension:** We offer a fantastic pension scheme. You can pay into the University Superannuation Scheme which is a defined benefit scheme where your pension will be based on your career average salary. Feel free to ask more about this later in the recruitment process.

**Annual Bonus:** We like to share our success with our staff. If the business is thriving and we achieve our targets, then the Board has the discretion to award all employees with a lump sum bonus. The amount changes from year to year but it means everyone benefits in our team success.

**Homeworker Allowance:** All employees that work remotely receive a monthly Home Worker Allowance as a contribution towards the costs of utilities.

**Working Hours:** Our full-time working week is 35 hours. This is a great benefit, but we do sometimes ask for flexibility. This may mean working more hours when we need it and then taking a bit of time off another day with your manager's agreement. We don't do clock watching or filling out timesheets. We trust our staff to do the right thing.

**Flexible Working:** Our core office opening hours are 8.30am to 5.30pm and we have flexible start and finish times within these hours depending on your job role. We understand that things can change, or you may have the occasional appointment during work hours, and we are happy to accommodate this with your manager's approval.

**Holidays:** We offer a generous holiday entitlement of 30 days leave plus Bank Holidays. We also close between Christmas and New Year. If you work part-time this is pro-rata.

**Supporting You:** You'll have regular monthly one-to-one meetings with your manager and quarterly reviews where objectives will be set.

**Continuing Professional Development (CPD):** We encourage all staff to continue to learn and grow in their careers and we also encourage personal development. All staff are given individual LinkedIn Learning licences, which provides access to thousands of general and specialised learning opportunities.

**Communication and Get Togethers:** We know how important it is to keep everyone up to date with what's happening across the organisation and sector, while working

remotely. Therefore, we have weekly Thursday Training for all staff where key priorities and learnings are shared and monthly Newsletters for general news and updates.

Working from home can sometimes feel a little removed, so we also manage to squeeze in regular virtual team socials, and we also get together for staff days out. As well as learning new skills these days out of the office are great fun. Previous staff days have included treasure quests, getting creative with power tools, and feeding giraffes and elephants!

**Technology & Equipment:** We provide all our staff with the necessary technology and equipment for their job role. Staff are required to ensure their home working environment is suitable with an appropriate desk and chair, a reliable, high speed internet connection, and a quiet place to work.

**Sick Pay:** Although we hope you don't need to use it, it is reassuring to know that if you need to be off work due to a major illness then we are able to support you with a generous sick pay scheme. The benefit increases with service up to 6 months' full pay and 6 months' half pay.

**Wellbeing Benefits:** We have partnered with some amazing health providers, to ensure that our staff (on completion of probation) have access to 24/7 wellbeing benefits. These include an Employee Assistance Programme (EAP) and Health Cash Plan.