

ICT Schools Team – Meet The Team



MIS Support Team

Sheryl Everett – ICT Schools Team Manager and MIS Support

I have been working in and supporting Schools since 2001; working in Infant & Primary Schools and as part of the ICT Schools Team. Before joining the Team, I spent time working and living in Australia, Abu Dhabi & Dubai and arrived back in the UK in 2011, where I saw a vacancy as a SIMS Support Officer. I have been promoted through the ranks from SIMS Support Officer, to Supervisor, Team Leader and now ICT Schools Team Manager responsible for the MIS Team, Financial Systems & Technical Support Teams for service delivery, operational and personnel management. I achieved Arbor Training and Support accreditation in 2018. I understand the demands of School life – I don't think you truly can unless you have worked in the environment. We are the first point of contact for many Schools, for a myriad of supported and non-supported issues and whatever it is the team and I can do to support your daily working life, we will; our motto is.... 'if we don't know, we will know someone who does'. Outside work I enjoy my two dogs, gardening and cold/open water swimming.

Carrie Paul – Senior MIS Support Officer

I started working within schools in 2007. My roles have varied from Teaching Assistant to School Manager of a Primary School. When I first started working on the SIMS system, I thought I would never understand the system and was always worried I would lose vital information! However, whilst working as a School Manager for four years I have learnt so much and I am still amazed by how much information you can input to SIMS and how beneficial it is to schools. It is a fantastic way of fully understanding your pupil data and I love how you can extract a multitude of reports in different areas to share with your school staff. I joined the Team in December 2017 and love being part of a great Team. I am now a fully accredited Arbor Training & Supporting officer and extended my guidance to all our supported schools. I am continually learning each day and extending my knowledge in order to give the best advice and service to our schools. In 2023, I was successful in being appointed a senior support officer.

Samantha Bracken – MIS Support Officer

I started working in education in 2003 whilst living in Hertfordshire. I have gained experience using SIMS in support roles within, Junior, Special and Secondary schools as Office Support Administrator, School Secretary, Office Manager and Headteachers PA.

SIMS holds a wealth of information to offer schools in terms of data storage and reporting to aid school staff in regular and ad hoc tasks and using services such as the ICT Schools Team support over the years and attending courses to expand on my knowledge, has been invaluable. I fully appreciate being in a school has ever changing demands and requests, but just knowing there is a dedicated team to support you through DfE statutory requirements and day to day tasks is reassuring. I am looking forward to working as part of the ICT Schools Team to support our schools.

Zoe Newton – MIS Support Officer

I began my career working in IT consultancy, working in various sectors and industries across the UK. Having primarily supported customer management database systems, I was excited to follow a related path following a career break by joining a Secondary School in 2019 to work within their IT team. Initially responsible for reports, I then became SIMS (Data) Manager which gave me a great insight into the many different areas that school life has to offer. Following on from this, I joined an MIS Support Unit working with both Primary and Secondary schools using SIMS and Arbor throughout the UK. This was a great experience, as I learnt to understand the challenges that schools of all different types face, as well as just how hardworking and creative members of the school community are! In this job, I love the fact that “every day is a school day” and relish investigating problems as well as providing a supportive ear. When I’m not catching up on the latest DfE guidance, I am kept busy with a couple of teenagers and dog walking.

Scott Brooks – MIS Support Officer

I started working in education in 2017 as an IT Support Engineer, where I gained extensive experience with SIMS and developed a strong understanding of how MIS systems support day-to-day school operations. This technical foundation gave me valuable insight into data, management, reporting and school-wide processes. I later transitioned into secondary school teaching. During this time, I became proficient in Arbor and appreciated its functionality in a busy school environment. My dual experience in both IT support and teaching has given me a unique perspective on how to best support school staff with MIS platforms, combining technical know-how with a deep understanding of school life. I know schools are ever-changing environments with growing demands and pressures. I am always learning and looking to improve my knowledge so I can provide the best possible support to staff working in these busy, fast-paced settings. Outside of work, I enjoy staying active through sport, particularly playing rugby.

Kathryn Reidy – ICT Schools Team Administrator

I joined the team in October 2018 having been an Office Manager for an Infant school in Aylesbury for nearly 10 years. My experience within Primary schools provided me with a knowledge of SIMS and FMS which has been invaluable in my role of ICT Schools Team Administrator. From training enquiries, liaising with schools regarding service packages and products and billing enquiries I enjoy providing efficient and effective support to schools.

Admin Support Officers

Nicola Featonby – Primary and Secondary phase experience. SIMS Pupil Core, School Census, School Workforce Census, SIMS Exams