



North East
Learning Trust

WE'RE LOOKING FOR

A **SUPPORT SERVICES**

MANAGER

TO JOIN OUR TEAM



Support Services Manager

Required as soon as possible

Salary (scale point 32) £26,094

37 hours per week, term time only + 15 days

The North East Learning Trust are seeking to appoint a Support Services Manager at Easington Academy. We are looking for a suitably qualified and experienced member of staff to join our committed team to be responsible for the day to day management and delivery of high performing, flexible and effective administrative and HR services that meet the needs of the school. To provide specialist and complex administrative support at leadership level to the Executive Headteacher, Head of School, Deputy Headteachers and SLT. This will include the administrative management of sensitive and/or confidential matters.

The successful candidate will:

- Have proven experience in a school environment
- Have evidence of experience of managing and looking after staff
- Have evidence of successful liaison with a range of professional agencies and the general public
- Have highly developed communication, organisational and interpersonal skills
- Have advanced ICT, literacy and numeracy skills
- Have energy, enthusiasm and initiative.

We can offer:

- A vibrant learning community with highly motivated children
- A positive and caring ethos
- An excellent working environment
- A team of hardworking, dedicated and friendly staff where everyone is valued

Deadline:

Monday 4 March

Shortlisting will take place 5-8th March 2019, with interviews the week after.

All visits to the school are warmly welcomed. Please contact **0191 527 0757**.

How to apply:

Application forms should be returned to **faye.chase@nelt.co.uk** or by post to Faye Chase, Easington Academy, Stockton Road, Easington, SR8 3AY.



Job description

Responsible to

Headteacher

Job purpose

To be responsible for day to day management and delivery of high performing, flexible and effective administrative and HR services that meet the needs of the school. To provide specialist and complex administrative support at a leadership level to the Executive Headteacher, Head of School, Deputy Headteachers and SLT. This will include the administrative management of sensitive and/or confidential matters.

The key duties of this post will generally include:

Administrative and Secretarial:

- Set up and maintain efficient office systems within the school's admin office, including manual and computerised information retrieval systems, ensuring staff are regularly trained in these technologies;
- Be responsible for the selection and management of administrative resources, including management of a budget and regular audit of resources. This will also include working with external resource service providers;
- Screen and prioritise all incoming correspondence (including emails, telephone calls and letters), providing the principal with necessary information to assist with replies, drafting responses where appropriate;
- Plan, coordinate and implement the leadership team's schedule of meetings, providing documentation and notifying attendees, to ensure the business is completed within agreed timeframes and standards, meeting the organisations' requirements;
- Producing letters, documents, briefing papers, reports and presentations, taking dictation and minutes as required;
- Photocopy, distribute and filing of documents as appropriate;
- Ensure all school documentation and policies are kept up to date;
- Ensure all statutory returns are coordinated and deadlines met;
- Manage pupil data by ensuring that all required pupil data is up to date and accurate i.e. FSM figures, ethnicity codes, SEN status, pupil results and issue UPNs;

- Contribute to the completion of whole school administrative priorities at key points in the school calendar;
- Ensure systems for whole school diary management, communication, organisation of meetings and minute taking are delivered as required;
- Liaise with external agencies as and when required;
- Develop a strategy for the on-going collation, analysis and evaluation of stakeholder views on service delivery, reporting to leadership as appropriate;
- Ensure the delivery of effective and efficient administrative/whole/school/ reception service;
- Welcoming, looking after and providing hospitality for visitors;
- Manage the quality assurance, accessibility, compliance and reliability of the school website.

Human Resources Management:

- Working collaboratively with the Executive Head, Head of School and Trust Director of Human Resources to:
- Support senior staff in dealing with personnel and contract issues;
- Seek and make use of specialist expertise in relation to HR issues;
- Ensure that all Trust procedures in relation to HR policies are adhered to;
- Manage sickness and leave of absence monitoring and reporting and liaising with the Trust's HR team in relation to long-term absences;
- Be responsible for return to work interviews for all non-teaching staff;
- Be responsible for recruitment advertising, arranging interviews, notification of appointments;
- Be responsible for staff induction and the administration and arranging all staff training;
- Be responsible for maintaining personnel files and implementation of safer recruitment protocols;
- Be responsible for maintaining the Single Central Register and ensuring DBS for all staff are up-to-date;
- Be responsible for providing contractual information to the payroll provider;
- Take a lead role in the recruitment, management and development of administrative support staff and managing associated employment procedures;
- Undertake performance management with the administration team including; 1:1 management meetings, department meetings and appraisal meetings, as appropriate;
- Any other duties as directed from time to time in line with and commensurate with the grading of the post.

References:

Any relevant issues arising from references will be taken up at interview.

DBS and pre-occupational health:

The North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applications with disabilities will be granted an interview if the essential job criteria are met.