



**North East
Learning Trust**

**Support Service Manager
Easington Academy**
Applicant information pack

Support Services Manager

Salary Grade 7, SCP 26 – 28

£30,451 - £ 32,234

Term time only + 10 days £26947.79 - £28,525 (Actual)

The North East Learning Trust are seeking to appoint a Support Services Manager to be based at Easington Academy.

Easington Academy has high expectations that filter into every aspect of school life, which is evident in not only the high quality teaching our students receive, but also in the inspirational, warm and caring environment in which they learn

We are looking for an enthusiastic and motivated individual with experience of working in a school office environment. You will be responsible for leading and managing a small team in the delivery of an effective, customer focussed, administrative service, and some elements of the human resources function.

Our vision is simple and is shared by all schools across the North East Learning Trust family. It is that every child experiences excellence every day.

The successful candidate will:

- NVQ 3 in Business Administration or equivalent qualification in a relevant discipline (or working towards)
- Excellent literacy/numeracy skills
- Competent in the use of ICT packages including word-processing and excel
- Working in an office environment at senior level
- Have evidence of experience of managing others
- Have evidence of successful liaison with a range of professional agencies and the general public
- Have highly developed communication, organisational and interpersonal skills
- Have enthusiasm and the ability to use own initiative.

Deadline:

The closing date for this post is Wednesday 6th January 2021. Shortlisting will take place Thursday 7th January 2021 with interviews taking place week commencing 11th January 2021.

How to apply:

Application packs can be downloaded from the website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to faye.chase@nelt.co.uk

Job description

Post title: Support Services Manager
Responsible to: Head of School
Responsible for: An effective service and delivery of the administration function.
Salary Band: Grade 7, SCP 26 - 28

JOB PURPOSE:

To be responsible for the day to day management and delivery of a high performing, flexible and effective administrative and HR service that meets the needs of the school.

To provide a specialist and complex administrative support to the Senior Leadership Team. This will include the administrative management of sensitive and confidential information.

Duties and responsibilities:

- 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 minutes as required;
- 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
- Ensure that visitors are welcomed, and hospitality is provided.
- Manage the quality assurance, accessibility, compliance and reliability of the school website.

Human Resources

- Working collaboratively with the Executive Head, Head of School and HR Manager 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.
- Conduct 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.
- Maintain personnel files and implementation of safer recruitment protocols.
- Maintain 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 meeting, department meetings and appraisal meetings, as appropriate

General

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

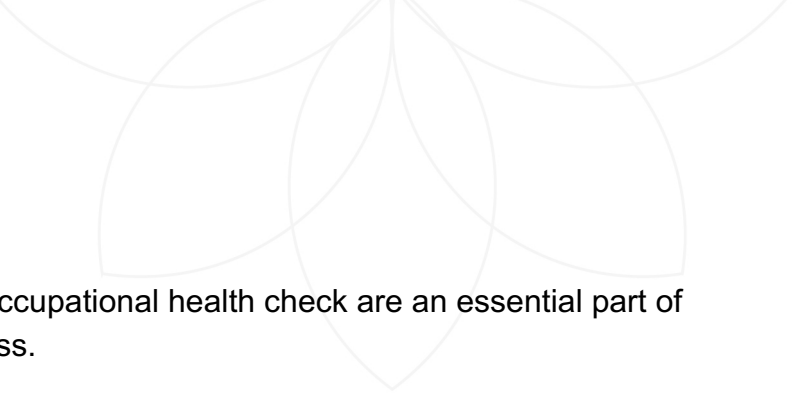
	Essential	Desirable
Education/training	<ul style="list-style-type: none"> NVQ 3 in Business Administration or equivalent qualification in a relevant discipline (or working towards) Excellent literacy/numeracy skills Competent in the use of ICT packages including word-processing and excel 	<ul style="list-style-type: none"> Certificate of School Business Management
Experience	<ul style="list-style-type: none"> Proven experience of working in a school office environment at senior level. Organising, leading and motivating other staff. Developing, managing and operating clerical/ administrative/financial and organisational systems. Experience of managing other staff. 	
Aptitude and skills	<ul style="list-style-type: none"> Ability to use relevant office equipment effectively. Communicates well orally and in writing at all levels. Able to plan, organise and prioritise 	<ul style="list-style-type: none"> Knowledge of school information systems e.g. SIMS or equivalent
Personal qualities	<ul style="list-style-type: none"> Willingness to learn Ability to initiate developments Ability to work under pressure Embraces change well Deals with difficult situations effectively 	

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.