



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 SCP 32 £29,055, actual salary £25,599

37 hours per week, term time plus 10 additional days

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 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 and the Senior Leadership Team. This will include the administrative management of sensitive and/or confidential matters.

We are looking for someone who:

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

Deadline:

Wednesday 4 September

Shortlisting: 5th/6th September 2019

Interviews: w/c Monday 9 September

All visits to the school are warmly welcomed.

Please contact **Jade Hutton** on **01670 822625** to arrange a visit.

How to apply:

Application forms should be completed and returned with a supporting letter of no more than two sides of A4 to jade.hutton@bedlingtonacademy.co.uk or by post to Jade Hutton, Bedlington Academy, Palace Road, Bedlington, Northumberland, NE22 7DS.

Job description

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.

Main duties:

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;
- To liaise with the NELT Governance Manager to ensure the smooth running of all Local Academy Council meetings and committees.
- 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.
- First point of contact in school for complaints, taking initial details, directing to the Senior Leadership Team and responding as necessary.
- Be responsible for the day-to-day administration of daily cover for absent teaching staff.



- Monitor sickness and leave of absence and report and liaise with the Trust's HR team in relation to long-term absences;
- Support with the organisation of 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;
- To liaise with the Director of HR and Support Services Manager and provide administration support in relation to HR matters.
- Undertake performance management with the administration team, catering staff and Cover Supervisors including; 1:1 management meetings, department meetings and appraisal meetings, as appropriate;

The above list of duties is extensive but not exhaustive and may not identify each individual task which may reasonably be requested of the post holder. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

This job description is current at the time of post, but, in consultation with you, may be changed by the head of school to reflect or anticipate changes in the job commensurate with the grade and job title



Person specification

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> NVQ Business Administration level 3 or equivalent Knowledge of core administrative functions in an educational setting Excellent literacy and numeracy skills 	<ul style="list-style-type: none"> Knowledge of Freedom of Information regulations
Relevant	<ul style="list-style-type: none"> Experience of working in an administrative/customer services setting Experience of working in a busy pressurised environment Relevant experience in a school/educational setting 	
Aptitude and skills	<ul style="list-style-type: none"> Relevant experience in a school/educational setting Sound communication skills, both written and verbal Ability to work with minimal supervision to tight deadlines Precision and speed required when maintaining all records Excellent administrative skills, including organisation and interpersonal skills Ability to use relevant ICT applications e.g. MS Word, Access, Excel Ability to maintain high levels of confidentiality Ability to prioritise task 	<ul style="list-style-type: none"> Working knowledge of SIMS
Personal	<ul style="list-style-type: none"> Have energy, enthusiasm and initiative 	



ASHINGTON
Academy

Ashington Academy
Green Lane, Ashington
Northumberland, NE63 8DH

01670 822625
admin@ashingtonacademy.co.uk
www.ashingtonacademy.co.uk

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.