



**North East  
Learning Trust**

**Support Services Manager  
Ashington Academy**  
Applicant information pack

# **Support Services Manager**

## **Required as soon as possible**

### **37 hours, Whole time, Permanent**

#### **Grade 10, SCP 35 – 37 (£39,571 - £41,591)**

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.

At Ashington Academy, we aim to provide opportunities to enable all students to learn and make lifelong friendships in a caring, supportive environment. In becoming successful learners, we want all our students to develop a love of learning, to recognise that learning is a lifelong activity and that the skills they acquire and develop are transferrable. Our vision, along with all schools in the Trust, is that every child experiences excellence every day.

#### **We are committed to:**

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued
- A supportive and effective governing body

#### **We can offer:**

- 31 days annual leave entitlement plus bank holidays. Whilst this position is to work within a school, we will be flexible around holidays and these may be taken during term time.
- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

#### **The successful candidate will:**

- Experience of working in an administrative/customer services setting
- Have excellent IT skills.
- Be proactive and self-motivated.
- Have a flexible approach to work.

#### **Deadline: Monday 10 October 2022**

Interviews taking place week commencing 17 October 2022.

#### **How to apply:**

Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to [jade.hutton@bedlingtonacademy.co.uk](mailto:jade.hutton@bedlingtonacademy.co.uk) or by post to Jade Hutton, Support Services Manager, Bedlington Academy, Palace Road, Bedlington, NE22 7DS. Please do not submit a CV unless it is to complement your application form.

# Job description

**Post title:** Support Services Manager

**Responsible to:** Head of School

**Responsible for:** Support functions in school

**Salary Grade:** Grade 10, SCP 35 – 37

## Job Purpose:

To be responsible for the day to day management and delivery of high performing, flexible and effective school support services that meet the needs of the school, working closely with the Head, senior leadership team and colleagues across the Trust

To provide specialist and complex support at a leadership level to the Executive Headteacher, Head of School and SLT. This will include the management of sensitive and/or confidential matters.

## Duties and Responsibilities:

- To lead on all matters relating to the support functions in school, working closely with the Head and other senior leaders
- To ensure the effective management of the school administration function, leading, managing and developing the team to provide excellent customer service
- To ensure that effective administrative processes support the Head and deliver efficiency across the school
- To personally support the Head in the day to day management of the school
- In conjunction with the Head ensuring that all Support Services staff are effectively managed and developed.
- To work closely with the Head and other Trust leads to provide support in the development and implementation of wider Trust initiatives in Northumberland.
- To ensure the premises, facilities, catering, and cleaning services are operating effectively, liaising with central support colleagues to achieve this
- To have oversight of the school's communication system, including complaints process to ensure that complaints are dealt with effectively and timely
- To support the day to day finance administration by authorising orders and invoices
- To be the responsible person for all matters relating to Health and Safety acting as the main point of contact with the Trust Health and Safety Manager
- To provide advice to the head on all support service matters collaborating with Trust Central Support colleagues.
- In conjunction with the HR Team ensuring that all appropriate HR policies and practice are effectively implemented, recorded, and reported as required, escalating all HR matters in a timely manner.
- To lead the Safeguarding Single Central Record ensuring that it is maintained correctly and working with the DSL to ensure that appropriate systems and procedures are in place in respect of safeguarding in school.
- To ensure that all Trust policies, systems, practices, and procedures are implemented, maintained, and reviewed, working collaboratively with central colleagues

## 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/trainin	<p>NVQ Business Administration level 3 or equivalent</p> <p>Knowledge of core administrative functions in an educational setting</p> <p>Excellent literacy and numeracy skills</p>	<p>Knowledge of Freedom of Information regulations</p>
Experience	<p>Experience of working in an administrative/customer services setting</p> <p>Experience of working in a busy pressurised environment</p>	<p>Relevant experience in a school/educational setting</p>
Aptitude and skills	<p>Sound communication skills, both written and verbal</p> <p>Ability to work with minimal supervision to tight deadlines</p> <p>Precision and speed required when maintaining all records</p> <p>Excellent administrative skills, including organisation and interpersonal skills</p> <p>Ability to use relevant ICT applications e.g. MS Word, Access, Excel</p> <p>Ability to maintain high levels of confidentiality</p> <p>Ability to prioritise task</p> <p>Ability to work on own initiative and manage own workload, using initiative to make decisions and identify solutions to problems not previously experienced.</p> <p>Ability to constructively challenge the work of self and others to continually improve own and teams' performance,</p> <p>Ability to deal with staff at all levels in an appropriate manner</p> <p>Excellent IT skills – in particular use of spreadsheets</p>	
Personal qualities	<p>Ability to demonstrate the highest levels of personal and professional integrity at all times; maintaining a positive outlook, enthusiasm and resourcefulness</p> <p>Flexible approach to working</p>	

### References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

**DBS:**

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.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

**Pre-occupational health:**

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

**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.

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