



**North East
Learning Trust**

Primary Support Services Manager

Applicant information pack

Primary Support Services Manager

Salary Grade 7, SCP 26 – 28

£30,451 - £32,234 FTE

£26,947 - £28,525 (Actual)

Term time only + 10 days

North East Learning Trust are seeking to appoint an enthusiastic and motivated Primary Support Services Manager to oversee and manage our Primary School administration small teams.

North East Learning Trust is a multi-academy Trust and currently have three Primary Schools where our high expectations filter into every aspect of school life. Our vision is simple and is shared by all our schools, is that every child experiences excellence every day.

We are looking for an individual with experience of working in a school office environment and some elements of the human resources function. You will be responsible for leading and managing our office-based administration teams in the delivery of an effective, customer focussed, administrative service that meets the needs of each school.

The postholder will be based at our Sacriston Academy and will involve travelling across multiple sites.

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 will be 19th February 2021 (9am). Shortlisting will take place Monday 22nd February 2021 with interviews taking place Friday 26th February 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 Emily Cussons at emily.cussons@nelt.co.uk no later than 19th February 2021 at 9.00am.

Job description

Post title:	Primary 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 oversee and manage multiple Primary Schools administration teams to ensure the day to day administration services are delivered to a high standard that meets the needs of each and every school.

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

Duties and Responsibilities:

Administration

- To supervise and manage the day-to-day administration and reception service within the Primary School administration offices.
- To maintain and set up efficient office systems within the school's administration office, including manual and computerised information retrieval systems.
- To be responsible for the selection and management of administrative resources, providing administrative support to all school staff, stakeholders and the wider school community.
- To work and liaise with external agencies and resource service providers as and when required.
- To support the SLT in managing the supply of teacher cover arrangements.
- To manage the process of all incoming correspondence, ensuring responses are dealt with in a timely manner, prioritising where necessary (including emails, telephone calls and letters), providing the Headteacher with necessary information to assist with replies, drafting responses where appropriate.
- To produce letters, documents, reports and presentations and taking of minutes as and when required.
- To contribute and oversee the completion of administrative priorities at key points in the school calendar.
- To ensure all school documentation and policies are kept up to date.
- To operate relevant IT packages, e.g. SIMS and keeping data up to date where necessary.
- To assist with marketing and promotion of the school as and when required.
- To be responsible for sending and retrieving CTF files as appropriate ensuring data received is accurate in accordance with the child's admission form.

- To co-ordinate admission arrangements of pupils, maintain waiting lists and allocate nursery spaces accordingly to the school's admission policy.

Reporting

- To ensure all statutory returns are coordinated in accordance with statutory guidelines and deadlines met, including termly Census reports.
- To manage pupil data by ensuring that all required pupil data is up to date and accurate i.e. SIMS, FSM figures, ethnicity codes, SEN status, pupil results and issue UPNs.

Staffing

- To liaise with the Trust's HR Manager to ensure effective delivery of the human resources function.
- To be responsible for the management and development of the administration teams and carry out performance management meetings.
- To ensure that all staff have 1:1 meetings and annual appraisals.
- To ensure all relevant staff are trained in school's administration office, including manual and computerised information retrieval system.
- To manage whole time staff holidays.
- To maintain training matrix to ensure staff are up to date with all statutory training relevant to their job role.
- To maintain personnel files ensuring all correspondences is filed in a timely manner.
- To input contractual changes on to the payroll spreadsheet.
- To liaise with the Trust HR team in relation to recruitment, e.g. advertising, arranging interviews, notification of appointments.
- To be responsible for staff induction, the administration and arranging all staff training.
- To effectively manage the reporting of staff absences, inputting details onto payroll spreadsheet and liaising with HR in relation to long term absences.
- To prepare return to work interviews for the Headteacher and Deputy Headteacher, supplying absence history and identifying absence trigger levels.
- To ensure the Single Central Record is maintained effectively, arrange DBS renewals and keep the data up to date.
- To manage sickness and leave of absence monitoring and reporting and liaising with the Trust's HR team in relation to long-term absences.
- To conduct return to work interviews for all non-teaching staff.

Finance

- To work with the Trust Finance team to ensure effective financial systems and SLA's are in place and maintained.
- To manage school finances in relation to trips, book club, music tuition and lettings and ensure all money is banked in a timely manner.

Catering

- To manage the Catering Contract provision, acting as the point of contact and first line of escalation for all contract issues.
- To liaise with the central team to ensure the effective delivery of school meals.
- To monitor school meal payments closely and supervise administration staff with the recovery of school meal debts.
- To implement practical and effective methods of promoting health and safety and safe working practices in the kitchen.

Health & Safety and Estates

- To liaise with the Trust's Health & Safety Manager to ensure Health and Safety policy and safe practices are adhered to within school.
- To liaise with the Trust Estates team to ensure the safe maintenance and security operation of all school premises.
- To ensure premises, facilities and cleaning provision is operating effectively

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 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 Organising and motivating other staff Developing, managing and operating administrative/financial and organisational systems. 	<ul style="list-style-type: none"> Analysing and evaluating data Experience of managing other staff
Aptitude and skills	<ul style="list-style-type: none"> Ability to use relevant office equipment effectively. Excellent communication skills, (verbal and written). Able to plan, organise and prioritise 	<ul style="list-style-type: none"> Knowledge of school information and financial systems e.g. SIMS
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 	<ul style="list-style-type: none">

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.