



**North East  
Learning Trust**

**Support Services Manager  
Teesdale School & Sixth Form**  
Applicant information pack

# Support Services Manager

**37 hours, Whole time, Permanent**

**Salary Grade 7 SCP26-SCP28**

**FTE £30,984 - £32,798**

Teesdale School and Sixth Form is a part of the North East Learning Trust and is seeking to appoint a Support Services Manager to join our dedicated team.

We are looking for a suitably qualified and experienced member of staff to join our team to be responsible for the day to day management and delivery of high performing and effective administrative services that meet the needs of the school with a hands-on approach. You will also be responsible for leading and managing a small team. You will provide specialist and complex administrative support to the Head of School and the Senior Leadership Team.

Teesdale School and Sixth Form was rated as 'Outstanding' by Ofsted in June 2019.

We have 700 children across Key Stages 3 and 4 and Post-16. Our school size means that we can really get to know our students; know who they are; their aspirations, ideas, talents and dreams, bringing out the best in them, helping to champion their ambitions and giving them a great start in life. Teesdale School is a place where traditional values of kindness, respect and hard work take precedence.

Our vision, along with all schools in the Trust, is that every child experience 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:**

- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- 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.
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

## **The successful candidate will:**

- Hold a NVQ 3 in Business Administration (or equivalent).
- Experience of working in an administrative/customer services setting
- Have excellent IT skills
- Have excellent interpersonal skills
- Be proactive and self-motivated.
- Have a flexible approach to work.

**Deadline: 24<sup>th</sup> October 2022 (9am)**

### **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 by email with application forms to Linda Shaw, HR Manager at [linda.shaw@nelt.co.uk](mailto:linda.shaw@nelt.co.uk). Please do not submit a CV unless it is to compliment your application form.



# Job description

**Post title:** Support Services Manager  
**Responsible to:** Head of School  
**Responsible for:** The delivery of an effective administration and support services function  
**Salary Band:** Grade 7 SCP26-SCP28

## Job Purpose:

To be responsible for the day to day management and delivery of a high performing, flexible and effective school support services that meets the needs of the school. Working closely with the Head, the leadership team, and colleagues in school and across the Trust to ensure the provision of all other support functions.

To provide specialist and complex support at a leadership level to the Head of School, Deputy Headteacher and SLT. This will include the management of sensitive and/or confidential matters. The postholder will also be required to support similar provision at the Trust's nearby primary school.

## Duties and Responsibilities:

### Administration

- To lead on all matters relating to the support functions in school, working closely with the Head and other senior leaders.
- To personally support the Head in the day to day management of the school, with a hands on approach.
- To ensure the effective management of the school administration function, leading, managing and developing the team to provide excellent customer service
- To maintain and set up efficient office systems within the school's administration office.
- To support the SLT in managing the supply of teacher cover arrangements.
- To have oversight the whole school diary management, communication systems, organisation of meetings including complaints process to ensure that complaints are dealt with effectively and timely manner.
- To ensure that all Trust policies, systems, practices, and procedures are implemented, maintained, and reviewed, working collaboratively with central colleagues.

### 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 work with the Trust's HR Manager to ensure all appropriate HR policies and practice are effectively implemented, recorded, and reported as required, escalating all HR matters as and when required.
- To manage the administration of recruitment, appointments, contractual changes and attendance management in conjunction with the Trust's HR Manager.

- To be responsible for staff induction, performance management meetings and staff training matrix.
- To ensure the Single Central Record is maintained effectively, arrange DBS renewals and keep the data up to date.

### **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.

### **Health & Safety, Estates and Catering**

- To liaise with the Trust's Health & Safety Manager to ensure Health and Safety policy and safe practices are adhered to within school.
- To work with the Facilities Manager to ensure the safe maintenance, cleaning and security operation of all school premises.
- To support the management of the Catering provision, acting as the point of contact and first line of escalation for any issues.
- To monitor school meal payments closely and supervise administration staff with the recovery of school meal debts.

**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"> <li>NVQ Business Administration level 3 or equivalent</li> <li>Good level of education including English and Mathematics</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Experience of working in an administrative/customer services setting</li> <li>Experience of working in a busy environment with tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Relevant experience in a school/educational setting</li> </ul>
Aptitude and skills	<ul style="list-style-type: none"> <li>Excellent communication skills, both written and verbal</li> <li>Ability to work with minimal supervision and manage own workload,</li> <li>Excellent administrative skills, including organisation, prioritising</li> <li>Ability to use relevant ICT applications e.g. MS Word, Access, Excel</li> <li>Ability to maintain high levels of confidentiality</li> <li>Ability to work on own initiative</li> <li>Ability to make decisions and identify solutions to problems not previously experienced.</li> <li>Ability to constructively challenge the work of self and others to continually improve own and teams' performance,</li> <li>Ability to deal with staff at all levels in an appropriate manner</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of core administrative functions in an educational setting</li> <li>Knowledge of school information systems e.g. SIMS or equivalent</li> </ul>

Personal qualities	<ul style="list-style-type: none"> <li>• Ability to demonstrate the highest levels of personal and professional integrity</li> <li>• Maintaining a positive outlook, enthusiasm and resourcefulness</li> <li>• Flexible approach to working</li> <li>• Ability to work under pressure</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> </ul>	
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### 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.