



**North East
Learning Trust**

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

Support Services Manager

Required as soon as possible

Grade 7, SCP26 – SCP28

£36,124 - £37,938 per annum

Permanent, 37 hours per week

At Biddick Academy we find and nurture the brilliance in every student through a well-balanced and broad curriculum. Everything that we do aims to develop curiosity, build resilience, readiness, and aspiration in our students. Each year we work to build on the high standards and reputation we have achieved over many years as we prepare students to embrace the endless possibilities that lie ahead of them. Biddick Academy is part of the North East Learning Trust and our vision, along with all schools in the Trust, is that every child experiences excellence every day.

We are seeking to appoint a suitably qualified, enthusiastic and dedicated Support Services Manager to join our committed team. Our Support Services Manager will have the opportunity to engage fully in the life of the school and bring their expertise and skills to make a difference.

The successful candidate will lead the delivery of an effective administration and support services function within the school including managing the school's HR, facilities, finance and health and safety arrangements, as well as providing specialist support to the Executive Headteacher, Head of School, Deputy Headteachers and senior leadership team in the management of sensitive and confidential information. It is essential that the post holder has an adaptable approach, with the skills to work independently, prioritise and meet deadlines as well as to work collaboratively and share best practice with the other schools within our Trust.

We would like to hear from you if you:

- Have experience of managing staff
- Have evidence of successful liaison with a range of professional agencies and the general public
- Have highly developed communication, organisational and interpersonal skills
- Have excellent IT skills
- Have a high attention to detail
- Are proactive and self-motivated
- Have a flexible approach to work

We will offer you:

- Excellent working environment and ethos
- National Terms and Conditions of Employment (NJC Green Book)
- Access to the Local Government Pension Scheme
- Generous 32 days holiday entitlement, plus 8 days public holidays
- One paid Wellbeing Day per year
- Free on-site car parking
- Lifestyle savings and range of discounts from top retail brands
- Discounted gym membership
- Employee Assistance Programme offering free confidential advice and counselling services for staff and their family members

Closing Date:

Monday, 3rd February 2025 at 12 noon.

Interviews will be held on Monday, 10th February 2025.

How to apply:

Application packs can be downloaded from our website.

Application forms should be returned to Emma.campbell@nelt.co.uk or by post to Emma Campbell, Head of Trust Administrative Services, Biddick Academy, Biddick Lane, Washington, NE38 8AL. You can, if you wish, submit a covering letter to support your application; please do not submit a CV unless it is to complement your application form.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment. All posts will be subject to receipt of satisfactory enhanced DBS disclosure, medical and reference checks. All pre-employment checks are in line with "Keeping Children Safe in Education" and the Trust's Safeguarding Policy which is available on our website.



Job description

Post title: Support Services Manager
Responsible to: Head of school
Salary Band: Grade 7

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; and working closely with the Head, the leadership team, and colleagues in school and across the Trust to ensure the provision of 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.

Duties and Responsibilities:

Administration

- To ensure the delivery of effective and efficient administrative, whole school reception service
- 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 of 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.



- To manage all incoming correspondence (including emails, telephone calls and letters), providing the Head of School with necessary information to assist with replies, drafting responses where appropriate.
- To plan, co-ordinate 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 produce letters, documents, briefing paper, reports and presentation, taking minutes as and when required.
- To contribute to the completion of whole school administrative priorities at key points in the school calendar.
- To liaise with external agencies as and when required.
- To ensure that visitors are welcomed, and hospitality provided.

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 be responsible for the management of the of the office administration team.
- To work with the Trust's HR team 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 team.
- 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.



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.

Human Resources:

Working collaboratively with the Executive Head, Head of School and HR Team to:

- seek and make use of specialist expertise in relation to HR issues,
- support senior staff in dealing with personnel and contract issues,
- be responsible for issuing contractual information to employees,
- ensure that all Trust procedures in relation to HR policies are adhered to,
- be responsible for return-to-work interviews for your own team and other non-teaching staff,
- monitor return to work interviews for other members of staff, liaising closely and in a timely manner with Executive Headteacher/Head of School,
- be responsible for recruitment advertising, arranging interviews, notification of appointment,
- 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 updating the Trust's payroll system with contractual and personal changes, providing the necessary documentation to the Payroll Manager,
- provide monthly staffing reports to Senior Management,
- 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.



Finance:

- To oversee the work of the financial administrator within school so that procedures are in line with current Trust Financial Regulations and quality assure the maintaining of appropriate records for audit purposes.

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

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	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) 	<ul style="list-style-type: none"> Certificate of School Business Management
Experience	<ul style="list-style-type: none"> Developing, managing and operating administrative/financial and organisational systems Experience of managing staff Ability to deal with difficult situations effectively 	<ul style="list-style-type: none"> Analysing and evaluating data Proven experience of working in a school office environment
Aptitude and skills	<ul style="list-style-type: none"> Excellent communication skills (written and verbal) Excellent administrative skills Excellent organisational skills and time management skills. Excellent IT skills (Office 365) Excellent attention to detail The ability to prioritise and work to meet tight deadlines 	<ul style="list-style-type: none"> Knowledge of school information and financial systems e.g. SIMS
Personal qualities	<ul style="list-style-type: none"> Work well as part of a team as well as working on own initiative Flexible approach to work Ability to initiate developments Embraces change well Committed to the principles of equality and diversity 	



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.

