



**North East
Learning Trust**

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

Support Services Manager

Permanent

Grade 9/10 SCP32 – SCP37

£41,511 - £46,731

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 Headteacher, 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 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:

- 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

Deadline: 27th March 2025 at noon

Interviews taking place week commencing 31st March 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: Headteacher
Salary Band: Grade 9/10 SCP32 – SCP37

Job Purpose:

To be responsible for the delivery of exceptional school support services that align with the school's needs and provide excellent customer service.

Provide support at a leadership level to the Headteacher, the leadership team, and colleagues within the school and across the Trust to ensure the seamless provision of support functions, including the management of sensitive and confidential matters.

Duties and Responsibilities:

Administration

- Ensure the delivery of effective and efficient administrative and whole school reception service.
- Manage school administration, including setting up and maintaining office systems, communication, coordinating teacher cover arrangements, and overseeing the school diary.
- To lead on all matters relating to the support functions in school, working closely with the Headteacher and other senior leaders, with a hands-on approach.
- Support the Headteacher and senior leaders planning and coordinating their daily management activities, including, incoming complaints process, correspondence, scheduling meetings and of preparation relevant information briefing notes and reports.
- Oversee financial administration and ensure compliance with Trust Financial Regulations, including quality assurance for audit purposes.

Reporting

- Coordinate statutory returns and manage pupil data in accordance with statutory guidelines, e.g. Census reports, SIMS, FSM, SEN, UPN's.
- Provide monthly staffing reports to Senior Management.

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 Trust's Facilities Team to ensure the safe maintenance, cleaning and security operation of all school premises including the day-to-day management of the on-site team.
- Support catering management by acting as the point of contact for issues and monitoring school meal payments.

Human Resources:

- Work with the Trust's HR Team to ensure all appropriate HR policies and procedures are effectively implemented, recorded, and reported as required,
- Support senior staff in dealing with personnel and contractual issues, escalating all HR matters when appropriate.

- Oversee whole school staff induction, performance management meetings, and maintain the staff training matrix across the whole school.
- Maintain personnel files and ensure the Single Central Record is maintained effectively, arrange DBS renewals and keep the data up to date.
- Manage the recruitment process and safer recruitment protocols

- Monitor and manage staff attendance across the school in line with agreed policy and procedure.
- Responsible for updating the payroll system with personal and contractual changes, providing documentation to the Payroll Manager.

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 Support Services Manager

	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 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 checks are 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.

