



Job Pack

Student Services Manager

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The City Academy, Hackney

Values and Success

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Principal: Mark Malcolm

Dear Applicant,

Thank you for expressing an interest in the post of Student Services Manager at The City Academy, Hackney. We are achieving exceptional results to match our status as an outstanding school. 82% of our students achieved five A*-C grades with English and mathematics, and 53% achieved the English Baccalaureate. This has been achieved in an academy with levels of attainment below the national average on entry, and over 60% are entitled to pupil premium. We have also just received our first set of A Level results, with 83% of students achieving A* - C grades, and all students securing either a university place or high quality apprenticeship.

This is an exceptional school with high expectations, tight discipline and an exciting curriculum. It is a place where teachers gain experience in a high achieving environment which enables them to quickly develop their practice and progress in their career. I can promise you that this will be one of the most rewarding places to work and that aside from the intrinsic challenges and rewards this post offers, there are many other benefits for staff who work for us. We are committed to creating a professional and supportive workplace for our staff and have been awarded, and recently re-assessed as, an Investors in People Gold organisation, putting us in the top 2% of organisations who have this quality mark.

We want you to look forward to each day at the academy. We expect hard work, skill and dedication to our ethos, and in return we will provide an excellent working environment, competitive rates of pay and an excellent benefits package. We will also provide outstanding experiences and training opportunities, and simply having worked in our school at some time in your career will enhance your curriculum vitae.

If you feel that you can make a positive contribution to our academy, please apply online via our website, www.thecityacademy.org. I look forward to reading your application.

Should you have any queries, please do not hesitate to contact me.

Yours sincerely,

Mark Malcolm
Principal

Please note applications must be received by Friday 28th July 2017 at 9am

Job description

Post:	Student Services Manager
Grade	Local Government Pay Scale – Scale SO1, Point 29-31, TTO plus 5 Days
Responsible to:	Vice Principal - Resources
Responsible for:	Student Services

Main Activities and Responsibilities

Main duties and responsibilities are indicated here. Other duties at an appropriate level and nature may also be required and will be negotiated.

- Lead and efficiently manage a range of inclusive student support services within the Academy including reception, student services, medical welfare and secretarial functions for the academy Governors, staff, students and parents / carers.
- Support the Principal and VP Resources in securing the strategic vision of the academy and promoting excellence in the administrative functions of the academy. Provide dynamic contribution to other teams within the wider Resources group to ensure the academy continues to provide support services at the highest standards possible.
- Support the academy in creating a professional culture of high expectations in which students feel safe, valued and motivated to succeed.
- Assist academy staff on a day-to-day basis providing the consistent support necessary to ensure all stakeholders are able to be fully committed to students' achieving outstanding outcomes.
- Assist staff with the procurement of resources in conjunction with the finance team.
- Report to the Principal and Senior Leadership Team on matters relating to parental and community engagement, public relations and the effectiveness of academy systems and procedures.
- Manage all aspects of student services, including reprographics, administration and reception cover ensuring best practices and most effective use of academy resources.
- Keep a comprehensive record of students medical welfare needs including first aid and accident logs.
- Undertake additional responsibilities to support the smooth running of the academy where required.

The position is central to the realisation of The City Academy Hackney's vision and you will be accountable for:

The effective promotion and implementation of the agreed vision and key principles within the academy, including the principles of simplicity, efficiency and effectiveness.

Support in the delivery of Academy policy in key areas.

Reporting to the Vice Principal Resources and Senior Leadership Team as required.

Contribute (with the academy team) to:

- Developing the aspirations and self-belief of all students and by doing so securing high quality learning, outcomes and progress for all students.
- Establishing and maintaining the academy as a centre of excellence in the community.
- Developing a rich partnership with families and community to maintain a learning community that strives for personal growth.
- Effective planning for improvement for the academy.

- Developing strong productive relationships with a wide range of stakeholders.

Principal Accountabilities

- Ensure the efficient and effective operation of the academy's student services by implementing policies and procedures for the main activities performed.
- Supervise the Reception and Administration team and co-ordinate activity with security and night staff operating out of hours to ensure continuous cover.
- Enforcing safeguarding requirements of pupils within student services and reception team.
- To provide dynamic support alongside Finance, Facilities, ICT, HR and Communications teams in the delivery of academy activities.
- Implement and maintain student file records both in paper copy and electronic filing.
- Assist with the MIS systems and databases of students and staff.
- Enable new students and parents to use the systems for catering, printing and parent pay.

Management of the School Office and Reception

- Coordinate and supervise the work of school office staff to ensure the office is professional, organised and operates efficiently
- Manage the Academy reception service and undertake activities as part of the team.
- Reception cover may be required during busy periods or to help cover staff absences.
- Ensure all telephone queries from students, parents, professionals and visitors are dealt with promptly
- Plan with facilities team for out of hours and school holiday arrangements
- Receive and brief visitors on safeguarding policy and arrange for the provision of refreshments if required.
- Setting up and continuously improving the telephone switchboard services working with ICT and to keep abreast of new technologies and ICT developments in order to maximise efficiency of service.
- Identifying training needs and bringing them to the attention of the Vice Principal - Resourcing for discussion.
- Ensure complete and efficient review and action of the academy's admin@ outlook email address.
- Updating and publishing events and activities in the related Outlook calendars.

Data and File Management

- Assist data team with attendance systems, returns and electronic communication systems
- Ensure student files are scanned and filed electronically on a regular basis.
- Support the Child Protection team in the maintenance of child protection files.
- Ensure the Data Protection Act is followed when dealing with any personal information.

Events and School Activities

- Organise parent consultation appointment scheduling.
- Work with and support the Teaching staff when organising school trips, visits and other offsite activities. Manage communications with parents and collection of consent forms, payments through parent pay and correspondence

Student Services

- Organise the administration of new admissions and assisting the Principal in arranging parental interviews and appeals.
- To plan, operate and keep up to date the administrative systems within the Academy, to bring about continuous and effective delivery of service to students.
- Responsible for school uniform supplier, school photographer, stationery and photocopier paper and toner, postal services and office equipment maintenance,
- Ensure an efficient system is in place to manage lost property, borrowed and confiscated items

- Assist with pastoral detention administration

School and Faculty Administration

- Providing administrative support in organising safety procedures, including fire and evacuation drills.
- Support the induction of any new member of the school staff.
- Supervise the Academy's mail service, i.e. franking, opening, sorting, distributing.
- Deal with any emergencies, as appropriate, deciding on the best course of action and if medical intervention is required referring the matter to the Principal or nominated first aider.
- Representing the school at relevant external meetings, seminars and training courses.
- Support Academy staff meetings, including the preparation of agendas, providing refreshments, attending and taking minutes of internal school meetings where required.
- Typing and word processing of correspondence, reports, arrangement of meetings and organisation of Outlook calendars.
- Handle and respond to telephone calls, and dealing with matters on own initiative, taking messages.
- Using discretion to redirect calls or pass calls to the Principal as appropriate.
- Deal with Freedom of Information enquiries in accordance with the academy policy.
- Implementing statutory or local authority requirements as they affect the management of the administrative function in the school.
- Producing and distributing agreed policies and updating and maintaining the staff and student policy folders.

Leadership of self and others by:

- Providing an approachable and supportive presence for staff, students, parents and the local community.
- Setting high standards and expectations for personal, student, and staff behaviours and actions in support of the achievement of the academy's intended outcomes.
- Helping to develop and maintain respect across all stakeholders, inspiring individuals to contribute positively to shared ideas and plans for the academy.
- Playing a part in creating a positive, inclusive climate that carries the academy's vision forward.
- Regularly reviewing own practice, setting personal targets and taking responsibility for own development.
- Maintaining open professional dialogue with the Principal/VP Resources about the academy's identification of strengths and weaknesses, ensuring a proactive approach to sharing and solving potential or existing difficulties.
- Being committed to a collaborative vision of excellence and equality that sets high standards for every student and member of staff.

Assist in management of the organisation by:

- Liaising with and supporting all academy staff and stakeholders, including students and parents.
- Oversee and effectively manage the Student Services budget.
- Organising and scheduling Parent and Pastoral Day appointments.
- Working with and supporting teaching staff when organising school trips, visits and other offsite activities.
- Managing communications with parents and collection of consent forms and payments through ParentPay and correspondence.
- Undertaking administrative tasks including stock recording, ordering etc.
- Working within a defined organisation structure which enables effective and efficient ways of working and support the achievement of the academy's objectives.
- Acting in accordance with policies and legislation affecting the conduct of the academy, particularly those that govern health and safety matters and employment rights.

- Undertaking any other duties commensurate with the post as reasonably delegated by the Principal and Governing Body.

Standards/Quality Assurance and Additional Responsibilities

- Participate in staff training and development.
- Develop relationships with governors, LEAs and neighbouring schools/academies.
- Adhere at all times to professional business standards of dress, courtesy and efficiency in line with the ethos and specialism of the academy.
- Attend team and staff meetings.
- Compile statistical returns as required.
- Attend and participate in Open Evenings and other events where required.
- Uphold the academy's behaviour code and uniform regulations.

Key Organisational Objectives

The Postholder will contribute to the Academy's objectives in service delivery by:

- Following Health and Safety requirements and initiatives as directed
- Ensuring compliance with Data Protection legislation
- Sharing the academy's commitment to safeguarding and promoting the welfare of children and young people.
- At all times operating within the school's Equalities policies demonstrating commitment and contribution to improving standards of attainment.
- Ensuring customer care and quality assurance initiatives
- Contributing to the maintenance of a caring and stimulating environment for young people
- Fulfilling the role of Student Personal Adviser and /or mentor if required
- Adhering to professional business standards of dress in line with the ethos and culture of the academy.

Special Conditions of Service

Governed by the National Agreement on Pay and Conditions of service, supplemented by local conditions as agreed by the Trust. The postholder may be required to work outside of normal school hours on occasion (e.g. to attend Full Governing Body and/or Committee Meetings, etc.), with due notice.

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the Council's Equal Opportunities Policies.

Date of issue:

Signature of Post holder:

Signature of Principal:

Person specification

	Essential	Desirable
Qualifications		
Educated to degree level or equivalent		✓
Experience		
Experience of using Microsoft Office Suite	✓	
Desktop Publishing		✓
Experience of dealing effectively with parents, staff and students	✓	
Experience of using Microsoft Outlook	✓	
Experience of using SIMS or similar database	✓	
Provide high-quality administrative support	✓	
General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same time.	✓	
Ability to provide high-quality outcomes	✓	
Experience of dealing effectively with the general public	✓	
Experience of setting up and running a range of systems	✓	
Skills		
Personal		
Well organised	✓	
Well presented	✓	
Excellent communication skills and organisational skills	✓	
Ability to work hard under pressure while maintaining a positive, professional attitude	✓	
Problem solving		
Ability to organise and prioritise workload and work on own initiative	✓	
Being the first point of contact for directing calls/giving relevant information effectively	✓	
Commitment to personal career development	✓	
Fast accurate keyboard skills	✓	
Word processing and typing skills	✓	
Knowledge and understanding		
Safeguarding and child protection procedures	✓	
Statutory requirements for effective inclusion	✓	
Equal opportunities		
Understanding of different social backgrounds of students	✓	
Understanding the needs of students and the appropriate strategies to support them	✓	
Understanding the needs of bilingual students	✓	

The City Academy, Hackney
Student Services Manager
Term Time Only + 5 Days
Salary: Scale SO1 Points 29-31 £29,427 - £31,140 Scale pro rata
(Actual Salary £26,157 - £27,679 Per annum)
(plus performance related bonuses and other benefits)

If you want to be the best, then you should probably join us

Students in our academy made more progress than in any other school in London and made the best progress of any co-educational school in the country in 2014 (Best 8 score 1081.4). That is great news for our students, the academy and our community, but there is so much more that we know can be achieved and you can help.

We have a relentless ambition to deliver continuing success to the young people we serve. Our approach is based on very simple principles: clear systems and extremely high expectations. We focus on the development of our students, their values and ultimately their academic success. We maximise the impact of teaching by providing clear leadership, minimising bureaucracy and effective support that have tangible results on the quality of teaching and outcomes for our students.

The Role

Working with the Academy's Senior Leadership Team, the Student Services Manager will be responsible for the smooth-running of the Academy's busy Front Office. Duties will include coordinating and supervising the work of school office staff to ensure the office is professional, organised and operates efficiently; ensure the efficient and accurate electronic filing of student information; working with and supporting teaching staff when organising school trips, visits and other offsite activities including managing communications with parents and collection of consent forms, payments through parent pay and correspondence; to plan, operate and keep up to date the administrative systems within the Academy, to bring about continuous and effective delivery of service to students.

The position requires excellent, all round, administrative skills including attention to detail and forward planning. Being able to manage many different tasks while retaining complete confidentiality and discretion is essential.

We are ideally seeking someone who has:

- A good working knowledge of Word, Excel, Outlook and Databases
- A high standard of typing, literacy, numeracy, spelling and grammar
- Is pro-active and self-motivated
- Is attentive to detail
- The ability to work flexibly across the week
- Experience of minute taking in professional meetings and conferences

This is a fantastic opportunity for you to shape the lives of young people in Hackney. If you think you can help transform the opportunities for the community we serve then we would like to hear from you.

The City Academy, Hackney is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for all successful applicants.

For details about the role and how to apply please visit www.thecityacademy.org.

Interviews will be held on **First week of August**

The closing date for applications is Friday 28th July 2017 at 9am