

Generations Multi Academy Trust



Income Generation Administrator

Information for Applicants





GENERATIONS MULTI ACADEMY TRUST

INCOME GENERATION ADMINISTRATOR

H4 point 17 (£18,672 – £19,819 plus Fringe £857 per annum)
20 hours per week term time only– Actual salary £8,767

Required as soon as possible

We are seeking to recruit an enthusiastic and committed Administrator to assist with the income generation activities of the Generations Trust, reporting directly to the Director of Income Generation.

The post is part time, 20 hours per week, term time only. The successful candidate will need to be flexible regarding working hours in order to meet the needs of the business. This may mean working some evenings and weekends to support the introduction of new activities and to ensure effective communication with hiring groups who may not be available during normal working hours.

The ideal candidate will be able to demonstrate:

- strong interpersonal skills with the ability to engage with customers over the phone, listening to their needs and resolving any issues
- strong IT skills and the ability to manage data e.g. The post will involve the management of the customer database, processing bookings through an online facility management system and the production of key performance data such as facility occupancy rates and customer retention rates
- the ability to manage time, multitask and work to deadlines

In return the Trust can offer you:

- a forward looking, positive, and oversubscribed working environment
- the opportunity to work with professional, committed and ambitious colleagues
- outstanding, highly personalised professional development opportunities across the Generations Multi Academy Trust
- the opportunity to work with young people in schools described by Ofsted as being one where “students work together exceptionally well,” and where “students are overwhelmingly enthusiastic about school”
- a comprehensive staff benefits package

For further details, please contact Tracey Backman, HR Director, on 01992 624375, Ext 5817, or by email at tba@generationsmat.herts.sch.uk

Closing date for applications: Monday 15th October 2018, 9.00am

Interviews will be held week commencing Monday 15th October 2018

The Trust is committed to safeguarding children and young people
All postholders are subject to a satisfactory enhanced DBS check





JOB DESCRIPTION



JOB DESCRIPTION

<u>Job Title:</u>	Income Generation Administrator
<u>Grade:</u>	H4
<u>Purpose of your Role:</u>	To provide the central point of contact for all lettings customers of the Trust, dealing with enquiries and resolving any issues they may have, on a day to day basis, administering bookings, invoicing and debt collection
<u>Reporting to:</u>	Director of Income Generation
<u>Staff Reporting to Job Holder:</u>	None
<u>Contacts Within the Trust:</u>	<ul style="list-style-type: none"> • Director of Income Generation • Chief Finance Officer (CFO) • Finance Manager and other members of the Finance team • Facilities Officers • Teaching and Support Staff • Students • Visitors including parents / carers
<u>Contacts Outside the Trust:</u>	<ul style="list-style-type: none"> • Facility Hires and users accessing activities • External School Teachers and Administration staff • Cleaning, Grounds keeping and Maintenance Contractors • Equipment and Service Providers
<u>Main Tasks and Responsibilities:</u>	<p>Customer Service</p> <ul style="list-style-type: none"> • To answer phone calls pertaining to facility hire and income generation opportunities. Provide potential customers with relevant information, organise viewings of the facility and make facility reservations • To take credit card payments from customers over the phone for those making “one off” facility hires • To greet customers visiting the site and make them feel welcome • To create a positive atmosphere at the facility which encourages participation and customer retention <p>Administration</p> <ul style="list-style-type: none"> • To manage the Trust booking system and ensure that all activities are correctly logged within the system • To ensure existing hirers and the wider community are informed of new opportunities for the hire of facilities within the Trust, and of any changes which may arise to their use of the facilities

	<ul style="list-style-type: none"> • To manage the voicemail service for the lettings business, responding to enquiries within one working day • To manage the email service for the lettings business, responding to enquiries within one working day • To ensure the accurate and timely invoicing of customers and to follow up any invoicing queries and chase payment where appropriate <p>Health and Safety</p> <ul style="list-style-type: none"> • To report any health and safety issues and concerns immediately to the Facilities Manager, Director of Income Generation or members of the Facilities Management Team. <p>Marketing and Promotion</p> <ul style="list-style-type: none"> • To assist with the promotion, marketing and publicity of the Trust's facilities, including undertaking outreach work • To research new income generating opportunities • To assist with effective customer communication through the distribution of promotional material, letters and messages <p>General Operations</p> <ul style="list-style-type: none"> • To assist with the efficient operation of the income generation operation as required • Other duties which may arise from the use of the Trust's estates and facilities • Responsibility for safeguarding and promoting welfare of children
<u>Knowledge, Experience and Training:</u>	<ul style="list-style-type: none"> • Flexibility and sensitivity to the needs of a wide range of users of the school • Evidence through DBS check and recruitment process of suitability for working with children • Awareness and application of the main requirements of health and safety legislation and good practice relevant to the duties of the post • Willingness to undertake ongoing CPD relevant to the position • Ensure full confidentiality and respect for sensitive student, staff and stakeholder information and compliance with all data protection regulations, reporting any concerns to the CFO or the Executive Principal • Strong IT skills and the ability to manage data • Ability to manage time, multitask and work to deadlines • Engaging telephone manner and the ability to engage with customers over the phone • Some financial experience

Additional Information

- The schools in the Generation MAT operate from early morning until late each evening. The job holder will be expected to work flexibly, as mutually agreed between colleagues, to meet the needs of the business. This may mean working some evenings in order to communicate with customers who may not be available before 5.00pm. The job holder will be involved in launching new activities at the Trust, and may occasionally need to work a late evening or at weekends to assist with the successful introduction of these activities.

Other Specific Duties

- To assist with the promotion, marketing and publicity of the facilities, including undertaking outreach work
- To continue personal development as agreed at appraisal reviews
- To engage actively in the appraisal review process
- To address the appraisal targets set by the line manager each Autumn Term
- To play a full part in the life of the Trust and its Academy communities; to support its distinctive aim and ethos and to encourage staff and students to follow this example
- To comply with the Trust's Health and Safety policy and undertake risk assessments as appropriate
- To show a record of excellent attendance and punctuality
- To adhere to the Trust's Dress Code
- To undertake any other reasonable duty delegated by the Director of Income Generation
- Responsibility for safeguarding and promoting welfare of children
- Others duties which may arise from the use of the Trust's estate and facilities

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.

AGREED BY: _____ (Job Holder)

DATE:

AGREED BY: _____ (Line Manager)

DATE:



PERSON SPECIFICATION



PERSON SPECIFICATION

			Assessed by:	
No	Categories	Essential / Desirable	App Form	Interview / Task
QUALIFICATIONS				
1	5 GCSEs – including Maths and English Grade C or above	E	✓	
2	Customer Services Training Certification	D	✓	
3	ICT Training Certification	D	✓	
4	Evidence of continuous professional development and training	D	✓	
EXPERIENCE				
5	Experience of operating an electronic database / bookings system	E	✓	
6	Experience of working in a school environment	D	✓	
7	Experience in Leisure / Sports Centre Operations	D	✓	
8	Experience of working in a customer service focused environment	D	✓	✓
9	Experience of working in a sales environment	D	✓	✓
10	Experience of working in an administrative role	D	✓	

11	Experience of financial processes	D	✓	
ABILITIES, SKILLS AND KNOWLEDGE				
11	Strong written / verbal communication	E	✓	✓
12	ICT literate with a working ability to use key IT software to present work to a high standard	E	✓	✓
13	A customer service focus and the ability to communicate with customers and people from all backgrounds and levels	E	✓	✓
14	The ability to follow processes and procedures, including the ability to seek advice where appropriate	E	✓	✓
15	Efficient and organised with the ability to make decisions and use initiative where required	E	✓	✓
16	Ability to build effective working relationships with colleagues and external partners at all levels	E	✓	✓
17	Attention to detail and track record of enhancing service delivery	D	✓	
18	Strong research skills	D	✓	
19	Ability to network through online platforms to promote activities	D	✓	✓
PERSONAL QUALITIES				
20	A strong commitment to both Trust values and ethos, plus own professional conduct and ethics	E	✓	✓
21	Commitment to support the Trust's agenda for safeguarding and equality and diversity	E	✓	✓
22	A team player including flexibility and willingness to assist with the development of the Trust Income	E	✓	✓

23	Engaging telephone manner	D	✓	✓
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INFORMATION ABOUT THE TRUST

INCOME GENERATION AT GENERATIONS MULTI ACADEMY TRUST

The Trust operates income generation activities from its Goffs and Goffs- Churchgate academies. The sites benefit from extensive sports and other facilities which are rented out for training and competition to local sports clubs, and many other organisations. These now number more than 150 active hirers providing activities ranging from football, cheerleading and a myriad of other sports to language schools and adult education.

The Trust continues to actively develop its income generation activities in a number of areas: by looking for opportunities to extend or refurbish facilities through grant and/or direct funding that can be used not only by the schools but also to generate additional funds; by seeking to leverage other assets such as IPR; by leveraging value from the wider school community through events and charitable gifts.

The express aim of these activities is to ensure that the students in the care of the Trust have access to world class facilities, are provided with the best possible educational experience and are therefore able to achieve to the fullest extent of their ability.





INFORMATION ABOUT THE GENERATIONS MULTI ACADEMY TRUST



Information about the Generations Multi Academy Trust



Welcome to our information pack about the Generations Multi Academy Trust and its two schools, Goffs and Goffs-Churchgate. Goffs is a mixed 11-18 comprehensive Academy with approximately 4300 students on roll, including a thriving and successful Sixth Form. The school is extremely popular in the local area, with an average of over 700 applications annually for the 240 places available, and significant waiting lists for places across the year groups. On intake, students are of an ability level (KS2 APS)

significantly above that of the national average although the school is a true comprehensive school and admits a good mix of students of all ability levels.

Goffs-Churchgate is a fully mixed comprehensive school from 11-16 years of age, with over 300 students on roll; it is intended to rapidly expand this number to 120 per year group, making a school of 600. The school opened at the end of August 2017, and our first ever open evening at the end of September 2017 saw significant numbers coming through the door, reflecting the very high level of local interest in the school. Local estate agents report significant interest in



parents moving to the locality with a view to being near Goffs-Churchgate: a very successful future is predicted for the school. The school is already oversubscribed for the current Year 7 and Year 8, with numbers in Years 9 – 11 rapidly reaching capacity. One of the school's key strengths is its highly cohesive and supportive community. As such, the decision to cap student numbers at 600 is entirely deliberate, enabling us to maintain a strong sense of community where everybody knows everybody else – if you visit, you cannot fail to be struck by this. It is a very special part of who we are.

Professional Working and Learning Environment

Staff and students work in modern, professional environments, with both having benefitted from recent building projects including a full, £20million rebuild at Goffs. The new facilities provide light, modern, professional and a fit for purpose working environment for all.

The Generations Multi Academy Trust

In early 2016, Goffs Academy received a direct approach from the DfE asking that they consider establishing a Multi Academy Trust and work in partnership with other schools. As a result, the Generations MAT was established from 1st September 2016, with Goffs as the lead school within the Trust. Goffs-Churchgate was born from that vision. The two schools are within walking distance of each other and already share many activities, including CPD for staff. One of the Trust's fundamental principles is that no one school is in any way more important or successful than the other. As such, CPD and other events are rotated through all schools in the Trust, with everyone learning from and sharing with each other. This collegiate and collaborative approach permeates our Trust.

Our future plans include establishing a nursery provision with subsidised staff places, and looking at the opportunity to establish or join with a primary school, thus effectively creating an all through education structure. The MAT offers extremely exciting opportunities for staff, students and the local area and we are all very much looking forward to its growth.

Outcomes

Our strategy for continuous school improvement has had huge success across both schools, and we are actively committed to ensuring that the schools in our MAT continue to offer centres of excellence in learning for the local community.

Exam results in 2018 were another year of huge success for Goffs. GCSE highlights include:

- Progress 8 expected to be significantly above national average (was significantly positive at +0.34) upon publication
- 74% of students achieved grade 4 or more in English and maths and 57% achieved 5 or more in both
- English grade 4/5 or more: 86%/74%
- Maths grade 4/5 or more: 79%/64%
- Progress expected to be significantly above average for both EBacc and Other subjects

At A Level, continuing the upward trend of recent years, students achieved another excellent set of exam results. Once again, outcomes tracked up from last year's excellent results in key areas including grades at A*/A, A* - B, A* - C, and the average grade achieved by each student. The overall pass rate was 100%. Approximately three quarters of the year group progressed to university or further education courses including History, Criminology, Accounting, Law, Mathematics, Economics, Sports Journalism, Fashion, Acting, Sociology, Architecture, Clinical Studies, English Literature, Geology, Geography, Chemistry and Medical Engineering, to name but a few, whilst the other students progressed directly into employment or apprenticeships. Our Sixth Form has an excellent reputation in the local area; over the past three years the numbers of students applying to join our Sixth Form has increased and is now around 150 per year. This growth in popularity is supported by a continued upward trend in outcomes; 84% of students achieved A*-C at A level in 2018.

Goffs-Churchgate secured its first set of public examination results in summer 2018, achieving a remarkably 75% improvement on the predecessor school's results in just one year. As such, in just one year, outcomes went from being in the bottom c.12% in the country, to being in line with the

national average. To achieve such phenomenal progress in such a short period of time is testament to the school's staff and students. We know that this success represents just the start of our journey, and that very exciting times lie ahead.

Both schools target set in the top 10% of all schools nationally and strive at all times to meet ambitious targets. We are committed to a cycle of continuous improvement and aspiration and are keen to appoint a colleague who shares that vision, determination and a restless quest for even higher outcomes. All of these factors combine to make The Generation Trust a very exciting and rewarding community to be a part of.



Community

Both schools pride themselves on their sense of community – both within the school itself, and in the wider locality. Visitors to our schools unfailingly comment on a very real sense of community, coupled with warmth and pride. Both schools are members of Cheshunt Extended Services (ChExS), offering a variety of extended school and community based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice, and maintain strong links with our local primary schools. Each school also benefits from a thriving student leadership programme, with students leading on key development projects of their choice, ensuring strong student voice and participation across the Trust. We firmly believe in every student feeling a strong sense of community, and on entering each school, every student is placed in a House. Each House is led by a team of student House Captains and has a clear sense of identity. Regular competitions and assemblies strengthen this sense of community. Each year the House Captains decide on a possible group of charities to support, with students then voting for their chosen school charity and subsequently arranging a variety of fund raising events throughout the school year. Such work is indicative of the ability of students in the Trust to empathise with the needs of others, and further develops their capacity to work successfully in a variety of social settings.

We regularly bring visitors from the community into school to work with students, and maintain strong links with our local secondary schools. Each school's facilities are used for evening and weekend lettings, including superb sporting facilities, as well as holiday classes, providing opportunities for a diverse range of users including the Greek School, and local dance and sports groups.

Across the Multi Academy Trust a large variety of annual school trips give students the opportunities

to sample different cultures, whilst an extensive programme of off-site visits provides opportunities for students to experience the diversity that exists within the UK, including theatre, galleries and museum visits.



Both schools are proud to be truly comprehensive schools, with students and staff from different religions and a number of languages spoken in each school. As a Trust we recognise and celebrate what makes us unique and different, and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected and we strive hard to ensure we create a positive culture within the school to enable this to happen.

The Goffs School Dog: Maximus Aurelius

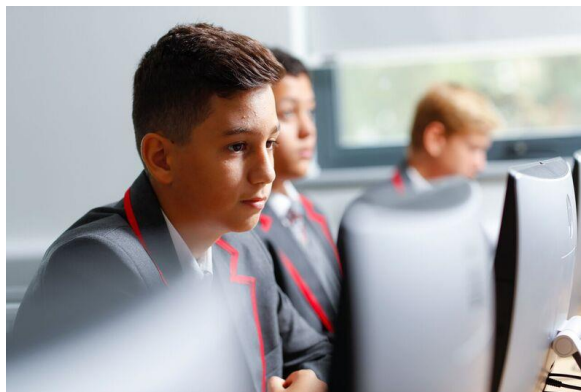


Max joined Goffs in January 2017, and is a black Labrador, known for their very affable temperament. He is owned by Caroline Legg, Vice Principal, and her husband, but spends his days in school. He goes on regular walks around school and spends time in Learning Plus and the LRC where our more reluctant readers can read to him, as one example. He also has his own Twitter feed. In short, Max is a full member of our community and has been warmly welcomed by students, staff and parents. The student Digital Leaders are also enjoying running Max's Twitter account and blog! Follow him @GoffsSchoolDog

We have a policy and risk assessment, both of which have been through our lawyers. It goes without saying that anyone not wanting any contact with Max, for personal or health reasons, will not have any. However, potential SLT should be aware that Max's base is in the Principal's office which is directly connected to the conference room.

Care, Guidance and Support

Successful learning takes place when students feel safe, confident, respected and valued, and are engaged. The Trust believes in supporting and nurturing all students in their quest to become successful learners. As such, we place a high value on pastoral care as an integral part of the life of each school.



We promote positive attitudes towards learning and provide a caring and supportive environment within our community. Continuously nurturing, supporting and developing our students is hugely important to us and significant investment is made in each school's pastoral structures.

Staff Development

The Trust has an extremely strong reputation for staff development both teaching and support staff. Developing the next generation of school leaders, both middle and senior, and future Headteachers for those who wish to pursue this, is a responsibility that we take very seriously.

We have a full suite of staff leadership development which staff can join be they an NQT or highly experienced colleague, whilst I chair the national Leadership Partner School network, a group that brings together schools dedicated to developing outstanding leadership skills throughout their communities, and which allows us to visit other network schools, to attend national conferences and to share best practice.



In addition to innovative whole staff training days, we disaggregate a number of hours for training every year. This allows staff development to be highly personalised as staff can opt for the training which best meets their needs, including the opportunity to do a research project in partnership with Cambridge University. Many use their disaggregated time to coach others or to receive coaching. Moreover, there are specific training sessions for NQTs and other interested staff which

run each week after school.

We also place a lot of emphasis on 'on the job' training and support. A thorough induction scheme is available to all new staff, and mentors/buddies are assigned to guide you through those new routines. Finally, external courses can of course be booked if, on very rare occasions, we cannot cater for a particular training need in house.

Leadership Development

The Trust's Leadership Academy encompasses both staff and student leadership development through a series of student led groups and staff leadership pathways. The staff programme specifically provides opportunities for:

- Aspiring Middle Leaders
- Aspiring Senior Leaders

All pathways are personalised for the individual and staff receive one to one support from a mentor alongside working on a whole school project. Both support staff and teaching staff are welcome to join the Leadership Academy at any point in their career.

A full suite of leadership training is offered with a range of sessions including:

- Communicating vision and values
- Developing your leadership approach
- Building a high performing team
- Supporting your team
- Leading your team day to day
- Quality assuring effective teaching
- Observation for improvement
- Using data for impact
- Fostering positive behaviour for learning
- Leading and managing innovation and change

Attendance to all training sessions leads to certification by the SSAT. In addition, we encourage aspirant Senior Leaders to take part in the SSAT 'Stepping Up to Senior Leadership' training programme, which includes four external sessions throughout the year. As part of the Trust's commitment to developing future leaders, a number of the existing Senior Leadership Team across both schools gained experience through an 'Associate' SLT position before gaining substantive leadership posts.

Trust Staff Benefits

Alongside our very strong focus on outstanding professional development and promotion opportunities, we also offer a range of benefits including:

Competitive base salary with a tailor made development plan aimed at enhancing your future [earnings] potential through:

- High quality, personalised CPD
- Bespoke leadership development programmes
- Subsidies for Masters and Degree courses
- Secondment and shadowing opportunities
- As part of our Multi Academy Trust, potential to work across more than one school to develop career enhancing skills and knowledge

Additional financial incentives and tax efficient benefits, including:

- Exam marker payment of £400 plus 2 days paid leave to do the marking (1st year)
- Childcare voucher scheme
- Payments for staff taking weekend sporting fixtures: staff paid £200 for leading a minimum of six Saturday fixtures plus 6 weekly training sessions
- A daily allowance of £50 for school trips taken over a weekend or any school holiday
- A £1,000 Employee Referral Scheme (ie finder's fee) for any qualifying positions that you refer the successful candidate for: £500 on the person starting, and £500 if the person is still at the school 12 months later

Access to a wide range of health and well-being resources including:

- New, professional and fit for purpose working environments
- Free use of a range of sports and leisure facilities including a fully equipped gym and swimming pool.
- Occupational Health & counselling support
- Free flu jabs
- Subsidised social events
- 100% attendance reward – day in lieu, taken at each school's discretion
- Free tea, coffee and milk for staff

Alison Garner
Executive Principal
September 2018