

Job Description

Job title	School Support Manager
Reporting to	Principal
Grade / Salary	Ark Support Staff, Grade 9, Scale Point Range 28 - 31

The role

- To provide a first point of contact for school leaders in delivering and co-ordinating activities that support teaching and learning activities;
- To oversee the reception, administration, reprographics and first aid service within the school, ensuring that all functions provide effective and efficient support;
- To provide and undertake administrative and organisational processes within the school;
- To ensure that school data and records are up to date, regularly checked and held securely.

Key responsibilities

The post holder will:

- Line manage the administration team to ensure that an effective, efficient reception, administration, reprographics and first aid service is provided to the school;
- Take responsibility for accurate maintenance of the Single Central Record (SCR);
- Ensure processes and procedures for First Aid, Medication and Allergies are robust and compliant with policies;
- Co-ordinate people management processes for senior leaders. This includes:
 - Ensuring Return to Work meetings are undertaken and records are maintained;
 - Recording and reporting sickness absence data;
 - Arranging and supporting sickness absence meetings;
 - Arranging and supporting formal management meetings, including note taking and record keeping;
 - Maintaining up to date personnel records/files at the school.
- Co-ordinate Performance Management processes and collate and report on outcomes;
- Lead the administration of the recruitment and new starter processes;
- Liaise with the Regional HR team on people issues, including developing job descriptions, recruitment materials and arrangements for interviews;
- Co-ordinate the induction processes for new starters. This includes ensuring that new starters receive all the relevant information relating to health and safety, safeguarding and school processes;
- Ensure that the Ark Financial Regulations and Procedures are followed at all times in the collection, recording and banking of cash;
- Oversee the management and maintenance of the school payment system in conjunction with student records, and cash receipting;
- Oversee the prompt ordering and receiving of goods ensuring that financial systems and inventories are updated accurately and promptly;
- Support debt recovery processes;
- Act as point of contact matters relating to information governance (Data Protection/Freedom of Information);

- Take responsibility for the information asset register;
- Ensure the school has accurate and efficient data retention systems in place in accordance with Ark policies;
- Co-ordinate the school's Complaint processes, maintaining complaint records, ensuring responses are sent in agreed timescales and arranging any related meetings;
- Lead the administration on parental communications;
- Lead the administration of student services, ensuring that school policies and systems that are in place to support students are effectively and efficiently administered;
- Lead on the administration and organisation of school marketing activities. This includes arrangements for Open Evenings, Parents Evenings, school prospectus and other community events;
- Delegate appropriately tasks across the school administration and support teams;
- Support the management of contractors on site and provide information as appropriate to inform performance management of contractors, and tender processes;
- Support with the training of new staff and supporting the training of new administration staff in other schools as and when required;
- Support the Facilities staff with any line management issues.

Responsibilities for people (line management)

- The administration, reception, reprographics and first aid team.

Responsibilities for resources

- Effective use of materials and resources;
- Safeguard the security of cash through diligent adherence to cash handling procedures.

Responsibilities for budgets

- As directed by the Principal.

Performance management and review

- Objectives and professional development plans will be balanced between ARK, personal and school-focused objectives and will be formally agreed with your line- manager at the start of the review period. Ongoing support and monitoring will be provided through regular 1:1s, peer support, and external mentoring or CPD where required;
- The annual appraisal process will be used to assess performance against agreed objectives and professional development plans in accordance with the Ark Appraisal Policy.

Core responsibilities and duties

All postholders are required to:

- Ensure that you understand and comply with Ark Health and Safety Policy by following the relevant procedures that are in place;
- Read, uphold and promote the safety and well-being of students as set out in the Ark safeguarding procedures;
- Promote high standards of personal professional conduct in accordance with Ark Pontefract Region Employee Code of Conduct;

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person;
- Be aware of and support difference and ensure equal opportunities for all;
- Contribute to the overall vision and values of Ark;
- Appreciate and support the role of other professionals;
- Work effectively as part of team;
- Attend relevant meetings, as required;
- Participate in training and other learning activities and performance development as required;
- Treat all users of the school with courtesy and consideration;
- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all;
- Be proactive in seeking appropriate advice and guidance where required;
- Flexible and willing to work between different sites as required.

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Ark's data protection rules and procedures
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list, and you will be expected to carry out any other reasonable tasks as directed by your line manager.

Person Specification: School Support Manager

Qualification Criteria

Essential

- At least 5 GCSE's (or equivalent), including English and Mathematics, at Grade C or higher;
- NVQ Level 4 **OR** equivalent experience or equivalent qualification, or willingness to train to achieve these, in relevant subjects;
- Willingness to undertake induction training.

Experience

Essential

- Experience in the development, management and operation of administrative systems;
- Experience of working as part of a team delivering tight deadlines;
- Management / supervisory experience;

Desirable

- Experience of working in a school environment at a senior level;
- Experience of using school systems such as School Cash Office, Bromcom;

- Experience of financial management processes, or other regulatory frameworks;
- Experience of dealing with external suppliers of goods and services;

Abilities, skills and knowledge

Essential

- Good numeracy and literacy skills;
- Good interpersonal and communication skills;
- Ability to communicate sensitive issues appropriately;
- Ability to prioritise tasks to meet deadlines;
- Ability to co-ordinate and delegate to a team;
- Attention to accuracy and detail particularly in the use of computerised systems;
- Ability to demonstrate a high level of personal integrity and confidentiality;
- Ability to demonstrate motivation and resilience;

Desirable

- Knowledge of the Data Protection Act and GDPR;
- Able to hold performance management reviews with staff and contribute to the overall performance management process;
- Able to deliver training and support to colleagues on a range of internal procedures.

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click [this link](#).