



Job description: Operations Assistant

Location	St Mark's Academy, Acacia Road, Mitcham, CR4 1SF
Contract term	Permanent
Full time/term time	Part-time – 28 hours per week, 39 weeks per year [FTO]
Pay range	Grade 4, Spine Point 7-10 [Full-time equivalent salary £30,285 - £31,610]
Reporting to	Associate Operations Lead – People and Engagement

Job purpose

- To support the Operations function in the delivery of an exceptional HR, Finance and Administrative service, on behalf of the Academy.
- To act an ambassador for the Academy, supporting the administration of HR and Finance transactions and provide additional support to the Academy's office team, as directed.
- Support with academies communication and marketing strategy; including administering the website and social media profiles.
- Ensure school values permeate the experience of staff and focuses on transformation for all.

Main duties and responsibilities

Human Resources

- To monitor and update the academy's Single Central Register (SCR), ensuring compliance with Trust and statutory legislation [KCSIE & Ofsted].
- To support the administration of DBS Disclosures and background checks, ensuring immediate submissions and verification.
- To obtain written references in a timely manner and monitor the prompt return of all references.
- To maintain staff records on the Academies MIS database (Bromcom), ensuring it is accurate and fully up to date including joiners and leavers, absence and training.
- To process staff absences on Bromcom; monitoring trigger points and escalating to line managers and HR team, as appropriate.
- To monitor and maintain up-to-date training records for all staff, ensuring staff have received statutory and local training (safeguarding, Prevent, first aid, manual handling etc.) and that it is renewed before expiry.
- To provide administrative support to the HR Officer, in all recruitment matters including scheduling interviews, including arranging lesson observations and tours.
- Facilitate the efficient running of in-person and online interviews (where necessary); including hosting tours and supervising tasks.



Finance

- Process purchase invoices in line with Trust and academy procedures, ensuring appropriate authorisation in accordance with the Finance Handbook.
- Raise sales invoices for the academy in a timely and accurate manner and proactively follow up outstanding or overdue payments.
- Review aged creditor and debtor reports as part of month-end processes, taking appropriate actions to resolve outstanding items.
- Process dinner balance refunds for student leavers, ensuring accuracy and prompt completion.
- Verify that all purchases have an approved Purchase Order (PO) prior to processing, in line with internal controls.
- Follow Trust procurement procedures, carrying out value-for-money checks and ensuring compliance with the Financial Handbook.
- Ensure all finance-related documents are uploaded and stored correctly within the academy's finance software for effective record keeping.
- Review the contract register regularly, identifying upcoming renewals and supporting cost review exercises.
- Support the annual external audit, preparing required documentation and completing any follow-up actions.
- Maintain financial records in line with the Trust Retention Policy, ensuring secure and compliant document management.
- Promote and maintain a digital, paperless finance system, ensuring all documents are validated and stored using the approved electronic signature software.

Administration

- Provide ad-hoc support to the academy office team, including manning Reception during periods of capacity need.
- Act as an ambassador for the academy, providing exceptional customer service to students, parents and stakeholders in line with academy values.
- Monitor and respond to email and telephone communication, as required.
- Support with whole school administrative and reprographics functions, including photocopying, scanning and drafting correspondence as directed.
- Administer website updates, including news articles, letters and policies as requested.
- Monitor and update the academies social media platforms, including Facebook, LinkedIn and Instagram.

Other Responsibilities

- Be flexible to ensure the operational needs of the Academy are met.
- Attend and contribute to relevant meetings as required.
- Be responsive to, and confident to give, open, constructive, and honest feedback.

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Participate in training and other learning activities and performance development as required, including Safer Recruitment training.
- Treat all users of the school with courtesy and consideration
- Present a positive personal image, contributing to a welcoming school environment which support equal opportunities for all.
- Comply with health and safety policies and procedures at all times and undertake risk assessments as appropriate.
- Promote and ensure the health and safety of pupils, staff & visitor (in accordance with appropriate health & safety legislation) at all times.
- To show a record of excellent attendance and punctuality.
- To adhere to the Academy's Dress Code & Staff Code of Conduct.
- Undertake student supervision duty points as allocated, which may take place during break and lunchtime.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Person specification: Operations Assistant

Qualifications and training <i>Evidenced through: Application</i>	Essential	Desirable
Five good GCSE passes or equivalent	✓	
A-Level (or equivalent level 4) qualification	✓	
Degree Level Qualification		✓

Experience/employment record <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
Experience in providing exceptional administrative duties, to include drafting letters, emails and minutes.	✓	
Experience in working with external stakeholders in providing high quality verbal and written customer service.	✓	
Experience of using Microsoft Office and Teams software.	✓	
Experience of handling sensitive information with tact and integrity.	✓	
Experience in working with senior leaders and third-party stakeholders, to achieve desired outcomes.		✓
Previous HR experience, including understanding recruitment cycle, absence management and policy.		✓
Previous Finance experience, including an understanding of purchase ordering and invoice cycles.		
Experience in using Personnel management systems such as SIMs, Bromcom, SAM.		✓
Knowledge of child protection procedures and protocols		✓
Experience of working in an educational institution		✓

Skills & attributes <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
----------------------------------------------------------------------------------------------	------------------	------------------



The ability to problem solve, working methodically to achieve desired outcomes.	✓	
To be able to prioritise and manage time effectively, within a fast-paced environment	✓	
Committed to providing the highest possible customer service standards through all mediums.	✓	
To be agile and adaptable within your professional approach, depending on the specific subject and audience.	✓	
The ability to work under pressure and to maintain a positive approach at all times.	✓	
Diligent and determined in maintaining accurate records and compliance.	✓	

Personal qualities <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
A calm, positive, open and forward-thinking mindset	✓	
A willingness to learn and develop new skills	✓	
Ability to offer a growth mindset and proactive approach of support to colleagues at all levels	✓	
A willingness to work collaboratively within the Christian ethos of the Academy	✓	
An excellent attendance and punctuality record	✓	
The ability to be resilient under pressure	✓	
Willingness to work collectively to support the organisations key priorities and objectives	✓	
A desire to pursue a career in Human Resources, Finance or Education		✓