



**Burnside  
College**



# Director of Support Services Application Pack

Burnside College  
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2023-2026





Dear Colleague,

Thank you for your interest in joining our team. Burnside College is characterised by its strong community spirit and friendly working environment. Respect is one of our core values and is tangible throughout the school. We believe that strong relationships are the fabric of any successful school. Interactions at Burnside between staff, and with pupils, are based on mutual respect and are positive.

In our most recent inspection in November 2024 OfSTED recognised that Burnside College continues to be a good school. Inspectors found that:

- Pupils enjoy working with their teachers
- Pupils behave well and meet the high expectation that the school has for their conduct
- Classrooms are calm and orderly places to learn
- Staff appreciate the positive strategies to manage their workload and support their wellbeing

These continued improvements were secured through a relentless focus on teaching and learning; we routinely consider the latest educational thinking in order to reflect on and refine what happens in classrooms. This goes hand in hand with a strong, caring, system of pastoral support and a focus on the personal development of our pupils.

Standards continue to remain high at Burnside because staff are determined to do the very best for the young people of Wallsend and always work positively, with the best interest of young people at heart.

In return the school offers excellent support and professional development. We offer high quality staff training which is personalised to the experience and needs of the individual. A particular strength is the effective programme of support in place for early years teachers. School leaders are considerate of the workload and wellbeing of staff and the school provides good career progression opportunities.

We were delighted to once again receive the Wellbeing Award for Schools in 2023 and the inspection report stated that "Burnside College is a happy place to work and learn."

We are looking to recruit staff to our team that are committed to high standards and to improving the life chances of young people. Further details about our school are available on the school website.

Yours faithfully

Mr D Jamieson  
Headteacher

## **The Role: Director of Support Services**

<b>Type of Contract:</b>	<b>Full Time Permanent 52/52</b>
<b>Salary/Scale:</b>	<b>Grade 11 - £49,282 - £54,495</b>
<b>Start Date:</b>	<b>1st September 2026</b>
<b>Closing Date for Applications:</b>	<b>9am Friday 5th June 2026</b>
<b>Interview Date:</b>	<b>w/c Monday 8th June 2026</b>

For 1st September 2026, we are seeking to appoint a Director of Support Services to join our passionate and committed senior leadership team. The postholder will be a key senior figure within the school and will be responsible for the day to day management of: premises; finance; personnel and school information systems. The full responsibilities of the post can be found in this application pack and the specifics of which will be agreed with the successful candidate. This is a wide ranging and varied post that will provide an exciting challenge and varied workload.

We are looking for an individual with a genuine passion for working at Burnside and a belief in the potential of every child. The Director of Support Services, as a member of the Senior Leadership Team, will have an important role in shaping school strategy and will be expected to model best practice as laid out in our SLT protocol. All senior leaders at Burnside are expected to:

### **Be Brave**

Take decisions not because they are easy, or popular, but because they will make our school a better place and improve the life chances of our young people

### **Be Excellent**

Always strive to lead by example and do things to the highest standard, but also be reflective, knowing when to draw upon the expertise and skills of others in order to continually improve

### **Be Compassionate**

Work with kindness and emotional intelligence, accepting the many different personalities and backgrounds in our community, continually striving to develop and strengthen the relationships that will make our school a happy place to work and learn

### **Be Positive**

Maintain perspective at times of challenge and change, and be self aware, understanding that at these times leaders need to show calmness and courage

### **Be Relentless**

Be mindful at all times, and in all decisions, that children have one chance at their education and there is not time to waste, that great leaders have the opportunity to ensure our children have a better chance of going on to great futures

## **Purpose of the Role (job statement)**

Be responsible for/manage the operation and delivery of support services within the School through the appropriate support staff team. Be responsible for/manage the planning, development and monitoring of support services. Management of staff, including commissioning and delegation of relevant activities.

As a member of the Leadership Team, contribute to the strategic management and direction of the School. Variation, in consultation with the post holder, may also occur to the duties and responsibilities without changing the general character of the post.

## **Main Duties:**

### **Organisation**

- lead a team of support staff team leaders to ensure effective communication and development of systems and procedures across support services
- direct line manager of exams officer, administration manager, site manager, ICT network manager, finance officer and reprographics technician
- represent support staff at relevant meetings

### **Administration**

- develop and monitor management information systems
- determine the need for and arrange provision, analysis and evaluation of data and detailed reports/information
- be responsible for the design and effective operation of administrative procedures
- develop a system for the preparation and production of school publications e.g. brochures, newsletters and governors' annual report to parents
- ensure adequate staff cover during holidays
- monitor timesheets and overtime claims

### **Resources**

- identify the need for, select and manage resources including management of resource budget
- be responsible for the appropriate deployment of staff including recruitment
- be responsible for the provision of specialist advice and guidance to leadership team/governing body etc on national and local guidelines/policy/statute etc
- interpret matters of policy/procedure/statute to ensure the school's compliance and initiate appropriate action arising

### **Finance**

- be responsible for ensuring the effective management of financial administration procedures, including responsibility for compliance with financial regulations
- line manage finance officers
- assist with the planning, monitoring and evaluation of budget

## Premises

- ensure effective procedures are in place and reviewed to enable effective maintenance, security and operation of the school buildings and facilities
- line manage the site manager
- co-ordinate the implementation of safety procedures across the site
- ensure the appropriate provision of first aid
- ensure accidents and hazards are recorded and reported as appropriate to the HSE and remedial action is taken
- ensure risk management and loss prevention strategies are in place within the school to establish hazards and the associated risk involved
- ensure appropriate fire prevention strategies are implemented
- co-ordinate management of the school minibus to ensure compliance with relevant regulations; ensuring regular inspections and servicing are carried out

## Personnel

- be responsible for the implementation of the school's performance management policy for support staff
- management of all staff absence, ensuring systems are in place to provide daily cover
- monitoring sickness absence and taking action in accordance with the school's sickness procedures
- conduct exit interviews for teaching and support staff (where applicable)

## Responsibilities:

- be aware of and support difference and ensure equal opportunities for all
- contribute to the development and implementation of the overall ethos/work/aims of the school
- participate in training and other learning activities and performance development, as required
- recognise own strengths and areas of expertise and use these to advise and support others
- to safeguard and promote the welfare of young people
- to contribute to the delivery of the key outcomes of every child matters
  - *be healthy*
  - *stay safe*
  - *enjoy and achieve*
  - *make a positive contribution*
  - *achieve economic well-being*

## General

To undertake any other duties appropriate to the grade of the post as requested by the Headteacher.

## Person Specification

<b>Criteria</b> <b>E = Essential D = Desirable</b>	
<p><b>Skills, Knowledge and Aptitudes</b></p> <ul style="list-style-type: none"> <li>• Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation</li> <li>• Ability to relate well to children and adults</li> <li>• Work constructively as part of a team: understanding school roles and responsibilities and your own position within these</li> <li>• Ability to self-evaluate learning needs and actively seek learning opportunities</li> <li>• Ability to interpret advice/statute and to devise policy/practice in the light of these</li> <li>• Ability to manage a multi-disciplinary team effectively</li> <li>• Ability to persuade, motivate, negotiate and influence</li> </ul>	 E E  E E  E E E
<p><b>Qualifications and Training</b></p> <ul style="list-style-type: none"> <li>• NVQ Level 4 or Degree in relevant discipline</li> <li>• Excellent numeracy/literacy skills</li> <li>• NCSL Certificate and/or Diploma in School Business Administration</li> </ul>	 E E E
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of development, management and operation of administrative systems</li> <li>• Several years' experience working in a business environment at a management level</li> </ul>	 D  E
<p><b>Disposition</b></p> <ul style="list-style-type: none"> <li>• Very good communication skills at all levels</li> </ul>	 E

**Please note**, job specification states that an "NCSL Certificate and/or Diploma in School Business Administration" is essential for the post. Therefore anyone wishing to apply for the post should either hold a relevant qualification, or intend to complete/work towards the relevant qualification within 12-24 months of taking up the post.

**Burnside College is committed to safeguarding and all offers of employment are subject to satisfactory enhanced DBS clearance and other pre-employment checks. This post is exempt from the Rehabilitation of Offenders Act.**

## How to Apply

In addition to the application form please provide a covering letter, of no more than two sides of A4, in which you outline your suitability for the post.

Please get in touch if you would like any further details, or you would like an informal conversation about the post with Mr Daniel Jamieson, Headteacher.

To request further information, or submit a completed application, please contact Mrs Linda Heide at [l.heide@burnsidecollege.org.uk](mailto:l.heide@burnsidecollege.org.uk)

Completed applications should be returned to:

Mrs L Heide  
FAO: Mr D Jamieson  
Burnside College  
St. Peter's Road  
Wallsend  
NE28 7LQ  
or electronically to [l.heide@burnsidecollege.org.uk](mailto:l.heide@burnsidecollege.org.uk)

Please contact the school if you require any further information relating to this post.  
Telephone: 0191 2598500

**Closing Date: 9am Friday 5th June 2026**

**Interview Date: Week commencing Monday 8th June 2026**

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