

'Flying high...creating success together'



**OFFICE MANAGER
RECRUITMENT
INFORMATION PACK**



January 2025



Endeavour Schools Trust
The Bungalow
The Vaynor First School
Tennyson Road
Redditch B97 5BL
Tel: 01527 402031
office@endeavourschools.org

Dear Candidate,

Firstly, thank you for considering joining the team at Endeavour Schools Trust.

Our Multi Academy Trust was established in 2013 and is rooted in the principles of school to school working, high quality professional development for staff and in “going further and being better than we have ever been before,” so that all members of our Trust community are truly “inspired to excel.”

I joined Endeavour Schools Trust (formerly Redditch West School Trust) in October 2016 having made a very conscious decision that it was an organisation I would be proud to work for. This is because I passionately believe in the core value of the Trust encapsulated in the words of Helen Keller “Alone we can do so little: together we can do so much.” Collaboration, learning together, aspiration and retaining the unique character of each school within our Trust underpin our values and these resonate with our leaders, governors and staff so that Endeavour Schools Trust is a forward thinking, vibrant place to be.

Fundamentally, we are all driven by the same sense of purpose –to provide our children with the very best opportunities for them to thrive and achieve.

I do hope you find this pack informative and I look forward to hearing from the Head Teacher of the Academy about your application. You will be joining a family that can offer you many opportunities to progress and make a difference to our communities.

Yours sincerely

N J Wright (Mrs)

Executive Head Teacher/CEO



Dear Applicant,

Thank you for showing an interest in Crabbs Cross Academy; I am delighted that you are considering our school.

We are looking for a passionate and committed individual to join our strong team of practitioners.

Crabbs Cross Academy is part of a small Multi Academy Trust, Endeavour Schools Trust, based on the edge of Redditch, Worcestershire. We are proud of our location, enjoying views across the county of Worcestershire to the Malvern Hills. We are also the oldest first school in Redditch; there has been a school on the site since 1877 and we value our school's long history. Alongside this pride in our heritage runs a strong awareness of the need to ensure Crabbs Cross Academy competes with confidence in our rapidly changing society.

Our school vision is 'Flying high...creating success together' and this is at the very heart of everything we do. As a school, we pride ourselves on the relationships we build with both our children and our parents.

Endeavour Schools Trust ambition for all children at Crabbs Cross Academy is that they will be:

- inspired to learn
- inspired to excel
- inspired to be a good friend and person
- inspired to have clear aspirations in life....

We firmly believe in meeting the needs of all children and all staff strive to ensure that our school provides a safe, caring and dynamic environment which encourages all learners to achieve their potential. Working in partnership with parents and our locality we aim to grow from 'Good to Great' and to make the school one which is a school of first choice for our community.

Do come and visit us to experience life at Crabbs Cross Academy for yourself.

Yours sincerely,

Sallyanne Dunstan

Headteacher

ENDEAVOUR SCHOOLS TRUST

All staff across the Trust enjoy the support and challenge offered through cross school working. Colleagues regularly visit and work with their counterparts in other schools and seek out innovative ideas that are making a difference within other areas of the Trust. The numbers of schools in our Trust offers opportunities for career progression for our staff, whilst still remaining small enough for each member of staff to remain a valued individual personally known by our CEO.

STAFFING Crabbs Cross Academy

Number of Teachers - 14

Number of Teaching Assistants - 14

Other Support Staff – 8

STAFF IN OUR TRUST

Number of Teachers - 47

Number of Teaching Assistants - 46

Other Support Staff - 46

ACCOMODATION AND RESOURCES

The Trust is well resourced and is continually using its healthy finances to develop and improve the school accommodation and resources.

PUPILS

We are most fortunate in the skills, talents and qualities our children possess. Their responsive nature, and willingness to learn and succeed, provide an inspiring teaching and learning environment. The support that classroom staff, and the children receive from our specialist support staff is second to none, with several of our schools achieving national recognition for their innovative strategies to support pupils and families who have found accessing school more challenging.

JOB DESCRIPTION

Job Title	Office Manager	School/Trust	Crabbs Cross Academy
Pay Band	Scale 4 points 7-11	Responsible To	Headteacher
Salary	FTE £25,584 to £27,269	Responsible For	Office Staff
Trust/School Values and Mission			
<ul style="list-style-type: none"> • Our ambition for the Trust is to “go further and be better than we have ever been before” - our Trust vision statement “Inspired to Excel” encapsulates this. The aim which underpins this is our driver, which is “From good to great.” • ‘Flying High.... Creating Success Together’ <ul style="list-style-type: none"> • Everyone respects themselves, their friends, their teachers and their community. • Everyone treats each other fairly and with consideration. • Everyone listens to each other and acts calmly. • Everyone encourages each other to do their very best. • Everyone always works hard and never gives up. • Everyone thinks carefully and makes the right choices. 			
Main Purpose of the Post and features of role.			
<ol style="list-style-type: none"> 1. To organise and provide school administrative support services to ensure the efficient day-to-day operation of the school in support of the Senior Leadership Team by: - <ul style="list-style-type: none"> • leading, supporting and co-ordinating the work of the administrative staff in the school. • to provide administrative support for Headteacher and Deputy Headteacher. • to process pupil admissions, exclusions and transfers. • to provide cover for reception. • To be the point of contact for the school. 2. Work consists of a variety of advanced tasks requiring detailed knowledge and specialist skills 3. Creativity is a feature of the job but exercised within the general framework of recognised procedures 			

4. Contact with people relates to issues which are generally not contentious but where the outcome may not be straightforward. Advice or guidance provided to others within the school relates to issues that are less well established.
5. Work within clearly defined rules and procedures involving decisions chosen from a range of established alternatives
6. Have shared responsibility for accurate handling and security of cash, cheques or financial resources.
7. Work is subject to deadlines involving changing problems, circumstances or demand.

Specific Responsibilities and Tasks

The Administrative function of the school runs efficiently and effectively throughout the school day

- To line manage, support and coordinate the work and tasks of the administrative team.
- Provide administrative support if needed to ensure processes are followed for staff absence and all classes are covered appropriately.
- Provide administrative support when needed to ensure student attendance/absence is followed up and procedures are followed.
- Ensure administration of Inclusion is efficient and communication with stakeholders is effective.
- Provide administrative support for sanctions including recording, reporting and communicating.
- Provide support in keeping central records up to date regarding Inclusion paperwork such as exclusions.
- Ensure all administrative tasks are carried out efficiently and accurately and meet deadlines.
- Ensure own administrative tasks are completed.
- Support PR administration such as newsletters/notices/ letters/bulletins for Twitter/website/text.
- Oversee and coordinate office stationery orders and photocopying requirements.
- Ensure the MIS system is up to date and contains accurate up to date information.
- Ensure the effective operation of the school reception/office so that all visitors, staff and pupils are greeted in a friendly and appropriate manner, their enquiries are dealt with promptly and they are directed to the appropriate person/location.
- Safeguarding – oversee entry/exit procedures to/from the school for all staff, pupils, parents, carers and visitors.
- Contribute to the planning, development and organisation of support service systems, procedures and policies.
- Manage school office emails and action as appropriate.
- Manage the school diary and calendar.

The Headteacher is supported effectively as required

- Provide administrative support to the Headteacher as required.
- Preparing information for governors' meetings as required.
- Act as Admissions Officer for the school, processing new intake, appeals, transfers and leavers.

- To complete and submit statutory and non-statutory returns as directed by the Headteacher e.g., pupil census and workforce census.
- Assist in the organisation of events such as sports day, parents' evenings, productions etc and to organise associated administration.
- To deal sensitively with complaints, face to face and over the telephone, ensure these are resolved to support a positive experience by community stakeholders.
- To undertake investigations within administrative teams to support incident and complaints management.
- Analyse and evaluate data and information and produce reports, information, data as required.
- Support the process of producing school reports.
- Maintain the school website.
- Minute staff meetings as and when required.

Excellent communications and Trust procedures are ensured between Directors, Governors and the Central Team

- Have regular contact with the Trust Central Administrative Team.
- Ensure all developments and procedures are communicated to the TGSB administrative team as relevant.
- To co-ordinate the provision of data for School Governors and Directors of the Trust.

Finance

- Ensure procedures are in place to manage Dinner Money.
- Ensure parent pay systems are up to date.
- Process overtime and casual hours for staff where applicable.
- Work with the Trust Chief Finance Officer on any finance issues, as required.

HR and Safeguarding

- Co-ordinate and manage the school administrative procedures of recruitment and onboarding of new staff.
- Co-ordinate and manage the induction process for all new staff to the school.
- Oversee all DBS checks and take responsibility for the "Single Central Record".
- Maintain Trust register of internal supply teachers and organise cover as appropriate.
- Assist in the administration of safeguarding and child protection as directed by the Headteacher.

Reception cover is seamless and supports the ethos of the Trust

- Work with the team to ensure that the requirements of reception are fully met.
- Ensure procedures are followed for Safeguarding/ lock down/ fire/ emergency evacuation ensuring lists of all on site are provided to senior staff.
- Cover Reception if there is absence in the reception team.
- Deputise for First Aid support if there is absence in the reception team.
- Manage pupil's medicines in school, advising teachers and parents of school policy.

People Management

- To support all members of the administration team to reach their full potential, through local induction, training, development and the Trust appraisal process.

- To ensure there are mechanisms in place to monitor team and individual performance.
- To provide individual support and training as required to enable high standards of performance.
- To ensure all administrative staff are allocated time to complete mandatory training.
- To support apprentices in the department and be the point of contact for the Apprenticeship Co-ordinators and Assessors.
- To encourage a culture of open communications and promote a team working ethos within local and wider teams across the Trust.
- Hold regular team meetings with office staff and address any issues arising and to bring these to an acceptable conclusion wherever possible.
- To support teaching and non-teaching teams in adapting to changes in practice and procedures.
- To ensure sickness absence is managed and documented in accordance with the Trust Sickness Absence Policy.
- To ensure staff comply with the Trust Code of Conduct and embody Trust and School Vision and Values, leading by example.

General Responsibilities

- To support in the delivery of the Trust's provision across the Trust's schools as directed by CEO & Executive Headteacher in line with the ethos of the Trust.
- To uphold the staff Code of Conduct and ensure that personal and professional conduct is in line with the ethos of the Trust.
- To be aware of and to adhere to child protection policy and procedures.
- Undertake research and obtain information to inform decisions.
- Undertake word processing and organisational support to other staff.
- To be responsible for own continuing self-development, undertaking training as appropriate.
- To engage in the Trust's Appraisal process.
- To undertake any other reasonable duties that may be required by the Executive Headteacher or Other Senior Leaders in the Trust.

Notes

Confidentiality

During your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Endeavour Schools Trust or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation

Data Protection

During your employment, you will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulations May 2018

The Trust reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

Reasonable adjustments will be considered as required by the Disability Discrimination Act.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Trust's Equal Opportunities Policy.

Endeavour Schools Trust and the schools within the Trust are committed to a number of principles and adhering to legislation which include the Safeguarding of Children, Health and Safety, Data Protection, Confidentiality and employment legislation. Policies relating to these and other subjects are available on the Endeavour Schools Trust Team Site in Office 365 and it is expected that you will familiarize yourself and adhere to these policies.

Academic Year of Review	
Signature of Line Manager	Signature of Post Holder
Date Signed	Date Signed

OFFICE MANAGER

PERSON SPECIFICATION

	Essential	Desirable	For Interview Panel Use Only	
			Where evidence to be sought	Score 1 for evidence met
Professional Qualifications	<ul style="list-style-type: none"> GCSE English and Maths (grades A*-C/9-5) or equivalent 	<ul style="list-style-type: none"> NVQ Level 3 or equivalent qualification or significant previous proven relevant experience 	<ul style="list-style-type: none"> Application form Original documents at interview 	Essential Score = Desirable Score =
Experience, Skills, Abilities and Competencies	<p><i>The candidate MUST be able to demonstrate that they have the experience and/or ability to deliver the following:</i></p> <ul style="list-style-type: none"> Experience of working within an office environment in a range of roles Experience of working with Senior Management Experience of a wide range of administrative functions Competent in the use of ICT packages Ability and willingness to use the IT offered in the school e.g., Office 365 An ability to fulfil all spoken aspects of the role with confidence through the medium of English Can demonstrate working knowledge of relevant policies and legislation Ability to organise, lead and motivate other staff Ability to plan and develop systems Ability to relate well to children and adults Work constructively as part of a team. Experience of working under pressure, balancing conflicting priorities which may change at short notice 	<p><i>The candidate MAY be able to demonstrate that they have the experience and/or ability to deliver the following:</i></p> <p>Experience of working in an educational setting.</p> <p>Understanding of Child Protection legislation and Data Protection Act</p> <p>Intermediate knowledge of IT Systems and programme in the Office 365 suite of IT</p>	<ul style="list-style-type: none"> Application Form Interview Lesson observation 	Essential Score = Desirable Score =

	<ul style="list-style-type: none"> • Ability to analyse information to resolve queries 			
Qualities	<ul style="list-style-type: none"> • Resilience • Ability to think creatively and to prioritise • Punctual and reliable • Takes responsibility for own actions • Takes a positive and flexible approach to work • Excellent Communication skills (including written, oral and presentation skills) • Excellent interpersonal skills • Excellent organisational skills and attention to detail. • Highly motivated and able to inspire confidence in others • A commitment to promote the Trust and School Vision and Values • Ability to work without supervision • Consistently thinks about how their work can help and support staff and stakeholders • Values diversity and difference, operates with integrity and openness • Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others • Commitment to and focussed on quality and promotes high standards in all they do • Actively develops themselves and supports others to do the same • Understanding of and commitment to equal opportunities and good working relationships 	•	•	<p>Essential Score =</p> <p>Desirable Score =</p>
Other	Willingness to undertake a full DBS Check	•	•	<p>Essential Score =</p> <p>Desirable Score =</p>

CONTINUITY OF SERVICE (please see below an extract from the Trust's pay policy)

19.1 For purposes of establishing statutory employment rights, e.g. relating to probationary period or dismissal, the date of continuous employment will be the start date with the Trust. Where a member of staff takes additional roles/contracts with the Trust, the start date of these contracts will apply as the date of continuous service for establishing statutory employment rights.

19.2 Previous unbroken continuous service with an organisation covered by the Redundancy Payments (Local Government) (Modification) Orders (as amended) (which covers local authorities and related bodies) will be included in calculating redundancy entitlements. For the purpose of Annual Leave, Occupational Sickness Scheme and Occupational Maternity Pay Scheme, the date of continuous employment will be the start date with the Trust.

CONTRACT

This is a permanent position

SALARY

Scale 4 pts 7-11 Full time salary £25,584 - £27,629 pro rata term time only + 5 TEDS,

Actual salary based on 32.5 hours £19,739 - £21,039

WORKING DAYS

The working days on commencement will be Monday to Friday 8.30am-3.30pm.

These arrangements may change, and you will be advised of any changes. You should note that there is no guarantee that you will be able to work the same day or days or periods throughout the contract however this will be discussed with you at the time.

START DATE

The closing date for the position will be Friday 24th January 2025 and we are looking to recruit the new candidate as soon as possible. Please note this is subject to pre-employment clearances including a satisfactory enhanced DBS having been completed.

MAKING AN APPLICATION

Applicants should complete the Trust's application form, which includes the names and telephone numbers of two referees. These documents should reach the Office Manager no later than 9am on Friday 24th January 2025. Late applications and applications not on the Trust's application form will not be accepted. There will be an opportunity for short listed applicants to review the school (subject to COVID-19 restrictions).

Applications can be posted or delivered in person to Crabbs Cross Academy or emailed to office@endeavourschools.org

Applicants should consider whilst completing their application form that the details they provide will be used for shortlisting. You should therefore ensure that you have given examples of your experience and knowledge that demonstrate your ability to undertake the requirements of the job description and, in particular, at least all attributes in the essential column of the person specification. This information will help the Trust to ensure that equality of opportunity is extended to all applicants.

REFERENCES

References given in respect of posts in education are exempt from GDPR and are requested in confidence. Applicants should be aware that as such, no references will be shared with applicants however, these references will be used to verify information from your application and any anomalies followed up at interview.

RECRUITMENT MONITORING

Within the application form is a link to an online form where the Central Team of Endeavour Schools Trust collate information for recruitment monitoring including ethnicity, age, disability and the advertising medium that you became aware of the post you are applying for. This information will be collected by the Central Team for reporting to the Trust Board annually and then destroyed. No member of the interview panel will be aware of any information that you give in this form. Whilst completion of this form is voluntary we would urge you to complete this to be able to truly report information to the Trust Board without bias.

RETENTION OF APPLICATION INFORMATION

Any information that you supply as part of your application and any documents that are created by the School as part of the recruitment process may be kept in hard copy and electronically for 6 months from the date of interview. All records for unsuccessful applicants will be destroyed after that time.

POLICY STATEMENT ON RECRUITING APPLICANTS WITH CRIMINAL CONVICTIONS

The post you are applying for is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore applicants shortlisted for interview will be required to declare any convictions, cautions, reprimands and final warnings that are not "protected" (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)

For further information on filtering please refer to Nacro [guidance](#) and DBS [website](#).

We recognise the contribution that former or ex-offenders can make as employees and volunteers and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to the role and which do not make them a risk in the role for which they are applying

INTERVIEW ARRANGEMENTS

All applications will be reviewed on receipt and shortlisted candidates will be notified and invited for interview. Interviews will take place in the week commencing 3rd February 2025. Please note, we reserve the right to interview prior to this date should it be suitable for all parties. Due to the high volume of applications that the Trust receives only shortlisted candidates will be contacted. If we do not shortlist you, we wish you every success in the future.



We are committed to the safeguarding and promotion of the welfare of children. In this light, we would like to draw the following matters to your attention:

1. All appointments are made subject to:

- A) An enhanced DBS disclosure;
- B) Checks of professional status (EWC; QTS etc.)
- C) Confirmation of professional qualifications
- D) Receipt of strong references (if not already received by the time of interview); and
- E) Medical clearance

2. We only accept applications completed on the application form you have received along with this statement. Please do not send CVs or open testimonials/references.

3. Please ensure that the application form is completed in full. In particular, you must ensure that a full work history is provided and that any gaps in your employment are fully explained.

4. The Referees cited in your application form must include your employer from the last occasion in which you worked with children. If your last employment was in a school, we would expect a reference from the Headteacher and/or Deputy/Assistant Headteacher.

5. When seeking references, we will request information about your suitability to work with children.

6. If you are shortlisted, any anomalies in your application will be discussed with you at interview.

We encourage you to pay close attention to these matters so that your application is not excluded unnecessarily.