



# Hessle High School & Sixth Form College

## Information for Candidates Parent Services Administrator

Mr V Groak  
Headteacher

Part of The Hessle Academy  
Hessle High School  
& Sixth Form College  
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## Our Academy

The Hessle Academy is one of only 170 all-through schools in the country providing education and support for students aged 3-19. The Academy comprises Hessle High School and Sixth Form College and Penshurst Primary School.

The Hessle Academy is a founding member of The Consortium Academy Trust, a fast-growing Multi-Academy Trust, formed in 2017. The Hessle High School and Sixth Form College is set in attractive grounds, located on Heads Lane, with excellent views down the River Humber and across the spectacular Humber Bridge.

The Academy, located in the East Riding of Yorkshire, primarily serves the East Riding town of Hessle and some parts of West Hull. Smaller groups of students are drawn into the secondary phase from the neighbouring small towns and villages of East Yorkshire as well as from Barton, in North Lincolnshire. Proximity to the M62 ensures easy access to the motorway network and other major cities in Yorkshire and beyond.

Historically, Hessle High School was a split-site school, however, in January 2016 we took possession of our new single site school. Staff and students alike are now enjoying the benefits of high-quality accommodation, equipped with the latest technology and specialist facilities that are among the best in the region.

The Hessle Academy is a good and ambitious school. This was recognised by Ofsted in our most recent inspection in September 2018, when the achievement of students, quality of teaching, behaviour and personal development of students and leadership and management were all judged to be good. In recent years, outcomes for students have been consistently above average in terms of attainment and the school is a disciplined and well-organised environment. We have high standards of school dress and have clear expectations on punctuality, attendance and behaviour. Our students are positive and respond well in all aspects of school life.

The Sixth Form College is focussed on providing high quality teaching and care to secure the best achievement and outcomes for all. As a school, we have a long history of partnership working in this area, being a part of 'The Consortium', a widely recognised successful sixth form partnership with two other local Academies. Students are able to study at Hessle as well as having the option to study subjects at either of the other Consortium Academies.

The Sixth Form is based in the historic Tranby House, a Grade II listed building that was fully refurbished and brought back to its former splendour in our recent renovation. Tranby House now comprises a Sixth Form social area and catering facilities as well as extensive study facilities. Sixth Form students play a full roll in the life of the school, but equally will continue to enjoy the advantages of this dedicated provision.

The Academy prides itself on the wide range of extra-curricular opportunities offered to our students. Annually, students take part in over 300 teams, clubs, and events.

The Hessle Academy enjoys an excellent reputation amongst the local community and is a popular choice amongst parents. During our recent Ofsted inspection, a response to the Parent Survey commented that;

*"All the staff from the headteacher to the caretaker seem to genuinely care for the children from a pastoral care and academic point of view".*



## Multi Academy Trust

In September 2017, The Hessle Academy Community Trust, Wolfreton School and Sixth Form College, along with Cottingham Academy Trust and founded a new multi academy trust, 'The Consortium Academy Trust'. The schools have a shared history of over 25 years of working together through our Consortium Sixth Form partnership. In September 2018, Howden School joined the Trust, in October 2018 Holderness Academy and Sixth Form joined and most recently in September 2019, Winifred Holtby Academy.

The Trust has been developed in order to provide a platform to deliver high quality educational experiences for the children and young people within our local community, to enhance and improve their life chances and enable them to make substantial and sustained contributions to society. We will achieve this by building a strong, regional offer that supports the educational aspirations of current and future generations while providing excellent career opportunities for staff.

The Consortium Academy Trust:

- Promotes excellence for all learners
- Actively encourages shared working, adopting common approaches where it is in the best interests of learners
- Establishes robust and transparent systems of accountability

The Consortium Academy Trust (TCAT) currently comprises of five secondary schools and three primary schools with a significant staff team.



## Values And Vision

*"Everyone can achieve the extraordinary"*

Our Vision for Our People:

# HESSLEVISION

All of our learners develop exceptional character.

In every phase, all of our learners achieve excellent outcomes.

All of our learners develop high levels of cultural and global awareness.

Our children, young people and adults will create positive and happy memories that last for a lifetime.

# HESSLEVALUES



## Respect

We respect ourselves; we respect each other; we respect our diverse community and our environment.



## Resilience

We are determined, we do not give up when things get tough. We persevere. We know that learning is often hard but we know that it will be worth it.



## Aspiration

We aim high; we have ambitious expectations of ourselves and others. We believe that we can make a difference to our local community.



## Responsibility

We take responsibility for our own actions; equally, we are not blamed when we make mistakes. We see mistakes as an opportunity to do it better next time.



## Integrity

We do the right thing. We are honest with each other and ourselves. We are comfortable in ourselves and proud of our values.



## Kindness

We treat each other with kindness, courtesy and have good manners.

These set of six core principles underpin everything that we do. They guide our behaviour and our decision-making. They are timeless, unchanging statements of what we believe to be important.

Our Values and Vision have been inspired by all of our learners and staff. They are important to us and they will guide our behaviour and decision-making.

The Academy Values and Vision are displayed prominently around our Academy and are shared with our parents, staff and stakeholders at every opportunity.

## **New Staff and Newly Qualified Teachers**

All new staff benefit from a comprehensive induction programme that ensures a smooth start to your career at Hessle High School and Sixth Form College.

Newly Qualified Teachers benefit from an extensive and well-regarded support programme, led by our Teaching and Learning Lead Practitioner and our Director of Studies. This weekly twilight programme is fully supported by members of SLT and other staff with a wide range of experience in the school.

New, but more experienced, colleagues will also benefit from our 'buddy' programme whereby all new staff work closely with an existing member of staff to ensure that you can quickly and smoothly become familiar with how things are done at Hessle!

## **Staff Development and Wellbeing**

Staff Development and Wellbeing is a Strategic Development Priority at Hessle. We know that, in order to deliver continued quality education for our young people, our staff need to be well-trained, dedicated, energised and happy. In addition, we expect everyone in our school to want to get better, from students to teachers to support staff to senior leaders. That is our ethos.

To that end, our CPD programme encourages staff to take responsibility for their own developmental priorities, fully supported by the Senior Leadership Team and subject leaders. Staff Wellbeing is a consideration in all decision-making, including how we undertake lesson observations, our marking policy and meeting schedules.

This does not mean that our staff do not work hard. They are fully committed to providing the best education for our young people and recognise the well-known phrase;

*"It won't be easy, but it will be worth it."*

## **Standards of Achievement at Hessle - Validated**

In the 2018 GCSE exams:

68% of students achieved a Grade 4 in both English and Mathematics

49% of students achieved a Grade 5 in both English and Mathematics

The school achieved a positive Progress 8 score of 0.25.

In the 2018 A Level exams:

47% of grades achieved were Grades A\*-B

80% of grades achieved were Grades A\*-C

## Leadership Team

The Senior Leadership Team at Hessle High School & Sixth Form College is an experienced, ambitious and committed team. All members believe firmly in the school's vision and values and all share a determination to secure continuous improvement and achieve the best for students. The Senior Leadership Team comprises:

**Headteacher**  
**Deputy Headteacher**  
**4 x Assistant Headteachers**  
(Inclusion and Safeguarding, Standards, Student Welfare, Director of Sixth Form)

The **Operations Manager** is the senior member of the support team into which the **Office Manager** reports.

## The Vacancy

Applications are invited for the post of Parent Services Administrator in this popular and successful school to start as soon as possible.

### Personal Qualities and Experience Required:

This is an exciting time to join the team and we are looking for someone with excellent communication skills, who will be creative, enthusiastic and committed to support the work of the Administration department; providing help and assistance to parents, students and staff.

### The Department

The team is led by a passionate and inspirational Operations Manager, who is supported by an Office Manager at each site – secondary and primary. The vacant position will be based at the secondary site working in a team of five colleagues, who have a close working relationship and challenge themselves to be resourceful and respond to needs of the school community.

## How to apply

Complete our application form and return to:

Electronic applications: [hr@hessleacademy.com](mailto:hr@hessleacademy.com)

Paper applications: Human Resources Department  
The Hessle Academy  
Tranby House  
Heads Lane  
Hessle  
East Riding of Yorkshire  
HU13 0JQ

In support of your application you may choose to provide a letter of application incorporating any special contribution you could bring to the department/school.

The closing date is 9.00 am on Monday 4 October 2021. *Please note that we reserve the right to close this post early or extend the deadline.*

Should you have any queries, please contact: Sarah Greenley, Operations Manager, Telephone: 01482 648604.

We wish you every success with your application.

## Job Description

<b>Post Title:</b>	Parent Services Administrator
<b>Allocated Person</b>	
<b>Responsible To:</b>	Office Manager, Secondary
<b>Scale Point:</b>	06

### Main purpose of the role

This is a parent facing role to ensure:

- that the parent service level agreement is met
- to promote and maintain efficient and effective parent communication
- that parents' events run across the school are organised and well planned.

### Specific duties and responsibilities:

- Maintain parent communication tracker and ensure response in line with parent service level agreement
- Book meetings for parents with the Student Service team as required in line with parent service level agreement
- Co-ordinate the setup of ParentPay in line with the Educational Visits Protocol and resources for sale, liaising with the Central Services Finance Team regarding budget codes and purchases made
- Organises and tracks overdrafts through ParentPay and the till system, Impact ensuring balance match
- Track music lesson provision for students and coordinating ParentPay payment item
- Track bus service complaints and liaise with EYMS and the Operations Manager in order that our SLA can be monitored. Maintain the register of bus tokens and bus passes.
- Establishing an in-depth knowledge of SIMS Parent and the Parent Evening System and promote parent usage
- Setting up parent evenings on the Academy's Parents Evening Booking System, monitoring activity and be the link for parent and staff enquiries. Producing appointment lists for teaching staff
- Providing analysis on parent engagement with Parent Evening system and event for Senior Leadership Team
- Issue surveys and collate parents' responses
- Provide administrative support to notify parents of detentions by text or telephone through SIMS InTouch
- Producing and maintaining an event planner for the organisation of school events, working closely with the Operations Manager and Senior Leaders. Ensuring use of resources where necessary such as; administrative, catering, premises, data team, displays, etc.
- Liaise with external agencies to produce key school documents such as; Moving Up Guide, Parent Guide, Student Planner, Pathways, Prospectus etc.
- Work closely with the Operations Manager to understand requirements for stock photography in line with Academy's reputational image and instruct photographers accordingly. Manage assets for key school documents and the website.
- Organising the annual school photographs, group and individual bookings working with the Data team for upload into SIMs
- Support transition activities by working with the Transition team
- Support the Assistant Headteacher (Student Welfare) and Attendance Manager to develop effective communication methods to reach disengaged families
- Co-ordinate no less than three 'Parent Engagement Workshops' each year to support the Attendance Team to improve engagement amongst hard-to-reach families
- Provide administration support to the Student Services team in regard to parent standard letters i.e. behaviour report, conduct etc.
- Coordinate the allocation of vouchers to parents under the instruction of the Disadvantaged Lead i.e. Uniform provision from local suppliers
- Always ensure compliance with GDPR regulations and work with the Operations Manager on student subject access requests
- Assisting with and take minutes at parent meetings as appropriate (sometimes outside school hours)
- As a member of the Administration team, responding to support the team at exceptionally busy periods as required by your Line Manager and undertaking any other duties and tasks appropriate to the grade of the post and level of responsibility.

**Expectations**

The Hessle Academy has high expectations of all its employees to ensure that they provide a professional service to our young people and the community of Hessle and beyond. The post holder has a significant level of daily guidance and should always prioritise the safeguarding of young people.

Appraisal Targets will be aspirational and set on an annual basis in discussion with the Line Manager.

**As a member of staff of The Consortium Academy Trust**

- Role model appropriate behaviours within a professional environment including conduct, communication and personal appearance
- Demonstrate a commitment to Restorative Practices
- Role model high levels of literacy and numeracy including modelling appropriate language
- Have high expectations of students
- Aspire to develop your professional skills and qualifications
- Use all forms of social media appropriately
- Take responsibility for the reputational management of The Trust Schools
- Contribute to systems of evaluation and performance of the organisation positively.

## PERSONAL SPECIFICATION

Category	Essential	Desirable	Evidence
Qualifications and Training	<ul style="list-style-type: none"> <li>• Good standard of education – 5 GCSEs at grade 5 or above including English and Maths (or equivalent)</li> <li>• Commitment to continue own personal development</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within an educational establishment</li> <li>• Qualifications in office administration eg secretarial or Business Studies</li> </ul>	Application form References Qualifications
Experience	<ul style="list-style-type: none"> <li>• Outstanding ability with ICT for administration purposes: current Windows based packages including Microsoft Word, Excel, Outlook and PowerPoint and Google Drive</li> <li>• Experience of using effective administrative and clerical systems in a busy office</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with a (school) management information system</li> <li>• Experience of dealing with both young people and adults</li> </ul>	Application form Interview References
Skills, knowledge and aptitude	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Proven ability to manage your own time effectively, to prioritise and work to tight deadlines whilst retaining a professional composure</li> <li>• Excellent attention to detail and understanding of the importance of accuracy and high standards in all areas</li> <li>• Ability to work as part of a team and to be flexible and adaptable to changing situations</li> <li>• Ability to communicate the School's values and a desire to promote an excellent image of the School</li> <li>• Ability to work in new and challenging situations</li> </ul>	<ul style="list-style-type: none"> <li>• Conversant with relevant educational issues and developments</li> </ul>	Application form Interview References
Personal Attributes	<ul style="list-style-type: none"> <li>• To be able to work as part of a team and build positive relationships</li> <li>• Awareness of confidentiality and ability to deal appropriately with sensitive or difficult situations</li> <li>• To display the highest levels of integrity and complete trustworthiness and discretion</li> <li>• Be a problem solver, and to be able to reflect upon one's own practice</li> <li>• Willingness to support the life of the school including school events</li> <li>• Have an excellent punctuality and attendance record</li> <li>• Be of smart professional appearance</li> <li>• Flexible, versatile and self motivated</li> <li>• Able to work productively with a wide range of staff, parents and pupils</li> <li>• An ability to take initiative and seek advice where appropriate</li> <li>• Energy and enthusiasm</li> <li>• Commitment to safeguarding and promoting the welfare of children and young people.</li> <li>• Ability to establish good working relationships with all relevant stakeholders</li> <li>• Strong team ethic and supportive of others</li> <li>• Sense of humour</li> </ul>		Application form Interview References