

Role	Grade	Reports to
School Operations Manager	8	Headteacher

## **Main purpose of the job:**

- To be responsible for the planning, development, implementation and monitoring of effective operational support services within the school and to be the key operational lead coordinating with Trust central services and operations
- To manage school support staff ensuring duties are assigned, cover is arranged and that staff have the abilities and skills to provide continuity of operational support services to facilitate the smooth management of school operations
- To work collaboratively with all staff and parents in order to support pupil well-being and to secure the best possible outcomes for our students.

## **Key relationships:**

Operational staff, colleagues within the Prosper Learning Trust, the Headteacher and Senior Leadership Team (SLT), teaching staff, other support staff, pupils, parents, governors, Local Authority and outside agencies.

**Please note that whilst this job description gives an indication of the key responsibilities, it is not intended to provide an exhaustive list.**

## **Main accountabilities:**

### **People management**

- Full line management of school support staff including recruitment, probationary period management, performance management, absence management and staff development

### **Systems and procedures**

- To be responsible for the design and maintenance of effective administrative support systems and procedures in order to meet the operational needs of the school
- To prioritise and organise own workload and that of other support staff to meet conflicting deadlines in consultation with the operational needs of the school
- To coordinate school administrative duties including pupil records, examination processes & invigilation (where appropriate), data analysis and pupil admissions, as part of the agreed system for the school
- To respond independently to correspondence and produce confidential reports, minutes and letters to a high standard and to proof read documents as required
- To ensure accuracy and confidentiality of information produced relating to the administration of the school and that there is compliance with data protection legislation across support operations
- To provide detailed analysis and evaluation of data and produce complex / detailed reports and information as required
- To develop record/information systems which monitor and analyse issues relating to the day-to-day running of the school
- To be responsible for the completion and submission of a range of complex forms, returns etc., including those submitted to the Department for Education, Local Authority and outside agencies
- To design, develop and implement the use of relevant equipment and complex ICT packages to support the full range of school support functions

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- To liaise with IT staff to ensure highly effective use of IT systems and to champion their effective use locally

## **Liaison with stakeholders**

- To provide complex administrative organisational support to the Senior Leadership Team and Governing Body
- To be responsible for the annual school calendar and for managing the 'day-to-day' organisational issues of events co-ordination
- To be responsible for the effective communication between school and parents including significant aspects of marketing and information management setting clear standards in all aspects and utilising technology to support as appropriate

## **Business support**

- To liaise with the Finance Team and be responsible for the coordination of school based services, ordering and receipting of supplies and services
- To be responsible for administration of school cash where appropriate, including banking arrangements and safe management in line with financial regulations
- To be responsible for expenditure relating to the administration support and staff absence cover budgets including regular audit of resources within the administration function
- To liaise with onsite catering staff regarding the effective delivery of the catering service, including cashless catering system, accurate recording of free school meal students, management of student debts, hospitality service and overall service development
- To liaise with the HR Team on the recruitment and selection of teaching and support staff, in line with Trust procedures,
- To be responsible for ensuring all HR and employment records are detailed and up to date in line with Trust processes, supporting the development of detailed reports and complex returns as appropriate
- To be responsible for the maintenance and regular upkeep of the school's Single Central Record and associated safeguarding processes
- To be responsible for managing the staff absence cover system, including deployment and line management of the cover team, supply staff, exam invigilators and liaison with external supply agencies
- To be responsible for the effective attendance management of all staff by adhering to the policy and procedure, and liaising with the HR and finance teams as appropriate to need
- To liaise with Estates and Facilities staff to ensure highly effective management of facilities including premises, health and safety, lettings, associated income, building and projects
- To take a lead role with the leadership and management of Health and Safety within the school ensuring that all records relating to accidents are recorded and submitted to appropriate Trust and external bodies
- To undertake first aid training, coordinate first aid provision and monitoring throughout the school and ensure full compliance with the administration of medicines policy
- To take a lead role in the development of policies, procedures and regulations to meet the needs of the school including human resources, child protection, health and safety, security, confidentiality and data protection
- To provide effective, timely and up to date accurate advice and guidance to staff, pupils and others on relevant policies, procedures and regulations including human resources, child protection etc.

## **All employees in the Trust are expected to:**

- Support the vision, values and objectives of the Trust and demonstrate a collaborative, team working approach to school and Trust improvement [Vision, Values and Strategy - Prosper Learning Trust](#)
- Take appropriate responsibility and action for safeguarding, be aware of confidential issues and maintain as appropriate

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- Be aware of and comply with policies and procedures relating to child protection reporting all concerns to an appropriate person
- Promote and act in accordance with the Code of Conduct and all school / Trust policies including the Health and Safety Policy, Equality Policy and Data Protection Policy
- Effectively represent the Trust when liaising with contractors and outside agencies/organisations
- Demonstrate tact and diplomacy in all interpersonal relationships with the public, pupils, parents and colleagues
- Take responsibility for personal professional growth and development, keeping up-to-date with national research, engaging proactively with nationally recognised career frameworks and professional organisations
- Attend Trust and school events as required and make a positive contribution during such events
- Attend regular meetings before and after Trust hours, including morning briefings
- Carry out duties other than those listed in the job description under the direction of the headteacher where the post holder has appropriate qualifications and has received appropriate training

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Person Specification	Essential/ Desirable	Assessment stage
<b>Qualifications</b>		
Relevant Business Administration qualification	Desirable	Application
First aid certification	Desirable	Application
<b>Knowledge and Experience</b>		
High standard of numeracy and literacy skills ensuring effective written communication and reporting	Essential	Application, Task
A committed professional, with experience to support the school in its next stage of development	Essential	Application, Interview
Significant experience of working in and managing the work of a team of administrative support staff	Essential	Application, Interview
Successful experience of implementing, developing and maintaining effective administrative systems in a busy office environment	Essential	Application, Interview
Ability to organise own workload and that of others to meet conflicting deadlines within fixed timescales	Essential	Application, Interview
Excellent communication skills, with evidence of effective interaction with and ability to relate to all stakeholders within the school and wider community	Essential	Application, Interview
Experience of management of a small budget and collating financial data	Essential	Application, Interview
Knowledge of project management and monitoring strategies	Essential	Application, Interview
Demonstrates ability to produce high quality written documentation that effectively communicates key information to different audiences	Essential	Application, Task
Ability to adapt to challenging situations and respond appropriately using negotiation and influencing skills to achieve objectives	Essential	Application, Interview
Excellent ICT skills and ability to effectively operate various software packages and information technology systems	Essential	Application, Interview
Have knowledge and awareness of the legislative framework of schools and education	Desirable	Application, Interview
<b>Behaviours and Values</b>		
Demonstrates a collaborative, team working approach focused on improvement and supporting the vision, values and objectives of the organisation	Essential	Application, Interview
Personal commitment to ensure that services are equally accessible and appropriate to meet the diverse needs of the service users	Essential	Application, Interview

Self motivation and personal drive to complete tasks to the required timescales and quality standards	Essential	Application, Interview
Demonstrate a commitment to appropriate professional standards, including core policies relating to equality and diversity and child protection	Essential	Application, Interview
Ability to self-evaluate learning and development needs. Able to demonstrate a commitment to maintaining and developing professional knowledge and skills	Essential	Application, Interview
Tact and diplomacy in interpersonal relationships with all stakeholders	Essential	Application, Interview
To be flexible, to be able to adapt to changing workload demands and able to prioritise appropriately	Essential	Application, Interview
Effective staff motivation and development, including establishment of a positive performance management culture	Essential	Application, Interview
Proactive and positive approach to tackling issues, able to evaluate a situation, make an informed decision and use own initiative to reach an appropriate resolution	Essential	Application, Interview

## Review and Amendment:

This job description is normally reviewed annually as part of the appraisal cycle. If significant changes are required, it may be amended following an individual consultation process.

All staff are expected to carry out their duties with due regard to current and future Trust and school policies, procedures, and relevant legislation. These will be drawn to your attention during the recruitment process, induction, staff handbook, ongoing performance development and through Trust communication.