

# Shared Service Assistant

Recruitment Pack





## BUILDING BRIGHTER FUTURES

Our story is one of moral purpose. We are a learning community where everyone works collaboratively to plan, spread expertise and tackle challenges together — always focused on putting the needs of our students first. Together we build brighter futures.

### **Our Mission**

We aim to make a difference by raising the horizons and ambitions of everyone who learns, works, and lives within our diverse communities.

### **Our Values**

The Trust is committed to building brighter futures. This commitment is underpinned by three core values:

- Student's first
- It's about learning
- No barriers

### **Join Us**

This is an exciting time to become part of The Futures Trust. Every role here is more than a job — it's real, impactful work that makes a meaningful difference in the lives of our students and their communities. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn, grow, and truly change lives.



4

Primary Schools



6

Secondary Schools



9000+

Students



1300+

Staff



## Thank you for considering a career with The Futures Trust.

We are delighted to provide you with this recruitment pack, designed to offer all the information you need to embark on a rewarding journey with us.



The Futures Trust is committed to Building Brighter Futures for all of its students.

Every decision we make is about the young people we serve, their learning experience and their personal development. We are looking to expand our team of talented professionals who excel in their field to help us on the next phase of our exciting journey.

**We look forward to hearing from you.**



## Job Details

JOB TITLE	SHARED SERVICE ASSISTANT
<b>OPPORTUNITY</b>	<p>We are seeking to recruit an excellent Shared Service Assistant to work in The Futures Trust HR Team. You will deliver efficient, high quality, effective and professional support to schools in all aspects of a colleagues employment. You will have excellent organisation and administrative skills, be able to manage multiple priorities and sources of data and have strong communication skills in order to support stakeholders across a number of locations.</p> <p>You will support customer queries, compliance and recruitment activity and have a flexible approach to working.</p>
<b>REPORTING TO</b>	HR Shared Service Manager
<b>LOCATION</b>	Based at Keresley Newland Primary Academy with a requirement to travel to work at or for schools in the Trust.
<b>SALARY / HOURS</b>	£26,243 - £29,838 per annum 37 hours per week / All Year. Flexible applications welcome.
<b>BENEFITS ENHANCING WORKING LIVES</b>	<ul style="list-style-type: none"> <li>- Competitive rates of pay</li> <li>- Professional development opportunities</li> <li>- Career pathways across the Trust</li> <li>- Teacher / Local Authority Pension Scheme</li> <li>- Online retail discount</li> <li>- Employee Assistance Programme</li> <li>- Family Friendly policies to support family &amp; carer commitments</li> <li>- Flexible Working Arrangements</li> </ul> <p><a href="http://www.thefuturestrust.org.uk/why-work-for-the-futures-trust">www.thefuturestrust.org.uk/why-work-for-the-futures-trust</a></p>



## Job Description

### Job Purpose

To work in The Futures Trust Central HR Team, to deliver efficient, high quality, effective and professional support to schools in all aspects of a colleagues employment. You will have excellent organisation and administrative skills, be able to manage multiple priorities and sources of data and have strong communication skills in order to support stakeholders across a number of locations.

You will support customer queries, compliance and recruitment activity.

### Duties and responsibilities

- Be a key member of the HR team in managing and resolving queries from school leadership and colleagues to successful conclusion in a timely manner.
- Work collaboratively and build productive working relationships with key contacts across the Trust.
- Coordinate and execute administrative processes to support compliance, recruitment and employment life cycle events.
- Support processes, procedures and systems for recruitment and onboarding, which ensure compliance with School and Trust policies and statutory requirements.
- Maintain essential compliance data across the Trust relating to safeguarding, employment and data protection ensuring that information is accurate and up to date.
- Provide support for employment life cycle events through document production, data entry and online record maintenance.
- Contribute to streamlining workflows and enhancing administrative efficiency across key HR workstreams.
- Maintain supporting documentation, templates, and process maps across key workstreams.
- Liaise with HR Business Partners on complex issues, and to understand customers needs.
- Support the generation and formatting of reports, presentations and data summaries.
- Be part of a group to explore how AI can be utilised to improve efficiencies.
- Support the maintenance of visitor management safeguarding data and help to build knowledge in this area in schools across the Trust.
- Maintain confidentiality and handle sensitive information with discretion.
- Support change initiatives, contribute to process improvements and the implementation of shared service best practices.



### **Line management**

- The job involves no direct responsibility for the supervision or direction of other employees. The work may involve demonstration of own duties, or providing advice and guidance to new employees or others.

### **Professional Development**

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of Shared Service Assistant are up to date.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.
- Request advice, guidance and assistance from leaders to undertake any aspects of the role as required.



## Person Specification

AREAS		DESIRABLE CRITERIA	MEASURED BY
<b>EDUCATION AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>GCSE's grade 4-9 (C or above) in English and Maths</li> <li>Full driving licence and own transport</li> </ul>	<ul style="list-style-type: none"> <li>Educated to A Level or equivalent, in HR or Business Administration</li> </ul>	Application Form Certificates
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Exceptional organisation skills; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail</li> <li>Able to be flexible and adaptable to changing requirements and priorities day to day</li> <li>Able to work at pace and to manage high volume administration</li> <li>Able to produce high quality, accurate work and manage multiple priorities.</li> <li>Able to represent Schools and the Trust in a professional manner at all times</li> <li>Able to communicate effectively both verbally and in writing with a range of audiences</li> <li>Able to maintain the highest levels of confidentiality and data security</li> <li>Able to support continuous improvement and implement and contribute to the design / re-design of administrative systems</li> <li>Able to use ICT systems to ensure the delivery of an efficient and effective administrative service</li> <li>Able to follow safeguarding procedures and recognise when to report any concerns</li> </ul>	<ul style="list-style-type: none"> <li>Able to collate and interrogate data and produce accurate reports</li> </ul>	Application Form Interview

AREAS		DESIRABLE CRITERIA	MEASURED BY
EXPERIENCE	<ul style="list-style-type: none"> <li>• Successfully implementing administrative systems to meet organisational needs</li> <li>• Successfully delivering a customer focussed service to meet the needs of customers</li> <li>• Working well independently, as part of a team and with internal and external stakeholders</li> <li>• Using ICT systems to input, manage and interpret data</li> <li>• Problem solving</li> <li>• Working at pace and to deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a shared service environment supporting multiple customers in multiple locations.</li> </ul>	Application Form Interview
KNOWLEDGE AND UNDERSTANDING	<ul style="list-style-type: none"> <li>• The importance and function of Safeguarding in a school environment</li> <li>• The importance of working with internal and external stakeholders to secure positive outcomes</li> <li>• Efficient and effective administrative systems</li> <li>• Data protection and confidentiality</li> <li>• Equality and diversity in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• The requirements of Keeping Children Safe in Education</li> </ul>	Application Form Interview
OTHER REQUIREMENTS	<ul style="list-style-type: none"> <li>• A professional role model who is committed to their own professional development and to developing others</li> <li>• Committed to and able to promote the aims of schools and the values of the Trust: Learners First, It's about Learning, No Barriers.</li> <li>• Able to work calmly under pressure and withstand stress</li> <li>• Able to work flexibly, and to attend meetings and INSET days as required</li> </ul>		Application Form Interview



## ▼ How to apply

**Closing date:**  
**Tuesday 23 June 2026**

**Interviews:**  
**tbc**

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team:  
**tel: 02477 102134**

To apply for this post, please complete the online application form found at:  
[www.thefuturestrust.org.uk/work-with-us/current-vacancies](http://www.thefuturestrust.org.uk/work-with-us/current-vacancies)

On application please read the following policies found at:  
[www.thefuturestrust.org.uk/work-with-us/recruitment-pack](http://www.thefuturestrust.org.uk/work-with-us/recruitment-pack)

- Keresley Newland Primary School Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants



**The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment.**

The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.