TAME RIVER EDUCATIONAL TRUST

# Student Services Administrator – Hyde High School

# Candidate Information Pack

**Great schools in which to learn, teach and belong.**
**Welcome to Tame River Educational Trust**

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Dear Candidate

Thank you for your interest in the post of Student Services Administrator with Tame River Educational Trust.

Tame River Educational Trust was established in 2022, with Tameside and Clarendon Sixth Form College as our sponsor. We grew from our desire to make a significant difference to the school days and life-chances of all our young people, including and especially young people who have fewer socio-economic or prior educational advantages.

Our mission is to establish great schools in which to learn, teach and belong. Schools which promote learning, develop character, value diversity and build cultural capital. By the age of 16 we aim for every student to progress to suitably challenging post-16 studies and apprenticeships.

Each of our schools is committed to academic rigour, a spirit of enquiry, talent and character development and providing our students with a significant educational dividend.

The Trust is currently comprised of three academies: Droylsden Academy, Hyde High School and Mossley Hollins High School.

As a Trust we do so much more, and we are growing! We are an ambitious Trust in which to study and work. All our members of staff, both teaching and support staff, are dedicated, committed professionals.

We recognise that our staff are our greatest asset and our Talent and HR strategy places people at the heart of our work.

If, after reading everything about us, this sounds like a Trust you would like to work for, we would very much welcome an application from you.



Phil Wilson
Chief Executive Officer

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# An Introduction to our Trust Schools

**Droylsden Academy Headteacher**
**Mr E Mayell**

Droylsden Academy is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The Academy is currently rated 'Good' by Ofsted and serves over 900 students. The school is heavily oversubscribed and has an impressive modern building. Our staff are driven by the belief that every child should go to a great school and we believe that every child can become a great learner through politeness, hard work and honesty.

We believe that success should be measured by both academic progress and by one's contribution to our community and wider society.

**Mossley Hollins High School Headteacher Mrs A Din**

Mossley Hollins High School is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The school is currently rated 'Good' by Ofsted and serves over 900 students. The school is heavily over-subscribed and has an impressive modern building. We are a happy, academically ambitious and inclusive school and we are passionate about learning. At the heart of everything we do are our deeply held values of manners, hard work and honesty.

We believe that success should be measured both by academic progress and achievement, and also by one's personal and social development and one's contribution to our community and to society.

**Hyde High School Headteacher**
**Ms G Arnold**

Hyde High School is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The school serves over 1200 students, is heavily over-subscribed and has an impressive modern building. We provide an engaging and inspiring educational experience that instils in our students a lifelong love of learning and respect for themselves, our community and our environment. A place where warmth, high expectations and strong values are prevalent in everything we do. A learning environment where every student can thrive and belong. Our work is under-pinned by a clear set of values **Ready, Respectful and Safe.**

We are rooted in our community, and we celebrate the diversity and uniqueness of everyone. We know that a successful school depends on a strong partnership between school and home and this shared approach is key to the individual success and happiness of every student.

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# Application Procedure

For a confidential discussion on current vacancies please contact the HR Team at Recruitment@tret.org.uk

To apply for the role please complete the application form – available to download from our website and return it to Recruitment@tret.org.uk

**In compliance with Safer Recruitment Guidelines, CVs will not be accepted**.

Advertised: 24th November 2026 Closing date for Applications: 8th December 2026 at 12pm

Interview Date: Will be held as soon as possible after the closing date, following shortlisting.

*Shortlisted candidates will be contacted with details of the interview process. If you have not heard from us within 5 days of the closing date, please assume your application has been unsuccessful, on this occasion.*

## Safer Recruitment

The Tame River Educational Trust is an equal opportunities employer and welcomes applications from all sectors of the community. We are committed to protecting our students and staff and therefore have a rigorous recruitment process which includes assessing candidates' suitability to work with children. All staff will be required to hold an enhanced DBS Disclosure, with Children's Barred List Check.

## Equal Opportunities

The Tame River Educational Trust believes that all individuals are of equal value and we are committed to equal opportunities for all. All people who work and study in our schools have the right to be respected and valued within a safe and secure environment and not to be discriminated against on the grounds of age, class, sex, race, disability, sexual orientation, religion or belief.

Tame River Educational Trust and all its schools are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

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| **Job Description**<br><br>**The Tame River Educational Trust and its schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.** | |
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| **Job Title:** | Student Services Administrator |
| **Reporting to:** | Office & Operations Manager |
| **Hours & Salary:** | Pay scale: Support Staff Scale, Grade E, SCP 11 – 16.<br><br>Actual salary for this post will start at £25,226. TTO per annum, currently (£29,071 FTE per annum).<br><br>Job type: Permanent, term-time only.<br><br>Hours: Full-time, 36 hours, working 08:00 – 15:45, Monday to Thursday, and 08:00 – 15:30 on a Friday. |
| **Role Overview:** | The postholder will provide an efficient and welcoming Student Services function, delivering administrative and frontline support to pupils, staff, and visitors. The role supports attendance, pastoral processes, and reception duties, ensuring smooth day-to-day school operations.<br><br>This job description is written at a specific time and is subject to change as the demands of the Trust and school and the role develops. The role requires flexibility and adaptability, and all employees need to be aware that they may be asked to perform tasks and be given responsibilities not detailed in this job description. |
| **Child Protection and Safeguarding:** | The successful candidate must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. It is the post holder's responsibility for promoting and safeguarding the welfare of children.<br><br>You will comply with Child Protection and Safeguarding Policies, and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children. |

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| **Main duties and responsibilities:** | **As a Student Services Administrator, you are expected to:**<br><br>1. Ensure that Student Services provision is readily available to all pupils and provide friendly and timely support before and after school, and during break and lunch times.<br>2. Communicate in a polite and professional manner, ensuring that accurate information is relayed efficiently to the appropriate recipient.<br>3. Maintain the SIMS pupil database, ensuring it is accurate and up to date at all times.<br>4. Act as the main point of contact in relation to pupil medicines within the school.<br>5. Make and receive telephone calls in a friendly and efficient manner, responding to enquiries and ensuring accurate information is passed to the appropriate person.<br>6. Provide administrative support for pupils, including issuing timetables, lift passes, and replacement dinner cards.<br>7. Administer the school detention system.<br>8. Issue, log, and ensure the return of any borrowed uniform or equipment.<br>9. Manage stock and sell basic equipment, maintaining accurate records of transactions.<br>10. Ensure all monies are stored securely and transferred to the finance office regularly.<br>11. Label, log, and securely store confiscated items.<br>12. Accept lost property and take reasonable steps to return items to their owners.<br>13. Contact parents at the request of pupils or staff, where appropriate.<br>14. Collect completed documentation such as proformas, permission slips, and consent forms.<br>15. Make and receive telephone calls, ensuring enquiries are directed appropriately and followed up where necessary.<br>16. Accept and log all medicines brought into school, ensuring appropriate consent forms are received and valid.<br>17. Ensure all medicines are clearly labelled and stored safely and securely.<br>18. Ensure pupils have access to medication in line with consent arrangements.<br>19. Carry out regular checks to ensure medicines are within date.<br>20. Undertake first aid duties as required (training provided).<br>21. Print daily fire registers in a timely manner.<br>22. Use school systems to send text messages as requested by staff.<br>23. Support the Attendance Team with administration relating to lateness, absences, and first-day contact.<br>24. Undertake lunchtime supervision duties. |

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| | 25. Provide administrative and general support to the pastoral team, including producing letters, reports, spreadsheets, and data entry.<br>26. Support school events such as Open Evenings and Parents' Evenings as required.<br>27. Accompany pupils on visits, trips, and out-of-school activities where required.<br>28. Undertake any other reasonable duties as directed by the Headteacher.<br><br>**As a member of staff, you are expected:**<br><br>1. To safeguard all students, promoting their safety, health, and welfare in accordance with school policy, both on the school premises and on school activities elsewhere.<br>2. To follow and uphold all school policies and be an excellent ambassador for the Trust and Hyde High School.<br>3. To have a responsible and diplomatic approach to matters of a confidential nature.<br>4. To ensure awareness of what is happening in and around the school; checking and responding, where necessary, to school emails regularly and at least once every school day.<br>5. To develop yourself through engaging with CPD, including ICT training, in order to maximise effective use of all school systems.<br>6. To undertake any other duties that might be reasonably requested, by the Headteacher, Curriculum Leader, Line Manager, or any other member of the senior leadership team. Any request will correspond with the general character of the post and are commensurate with the level of responsibility. |
| **Health and Safety:** | The post holder must, at all times, work within the requirement of the Health and Safety at Work Act 1974, current Health and Safety legislation and the School's and LEA's policies and procedures. The postholder is responsible for their own Health and Safety, as well as that of their colleagues.<br><br>All Trust schools are non-smoking sites. |
| **General:** | This job description may be reviewed at the end of each academic year or earlier if necessary. In addition, it may be amended at any time in consultation with the post holder.<br>The post holder will be expected to participate in Hyde High School's appraisal programme and to participate in appropriate staff training and development activities. |

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| Job Specification | Essential | Desirable | Method of Assessment |
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| **Qualifications**: | - Maths and English GCSE, or Equivalent. | - Administration qualification. | - Production of the applicant's original certificates. |
| **Experience:** | - Experience of using a relevant Management Information System.<br>- Ability to communicate in a confident and confidential manner with all stakeholders. | - Experience working in a school environment.<br>- Experience working with young people.<br>- Experience of parental engagement. | - Contents of the application form.<br>- Professional References.<br>- Interview. |
| **Skills and Knowledge:** | - Detailed knowledge of Microsoft Office.<br>- Excellent written and verbal skills.<br>- Focussed on accuracy and with an eye for attention to detail. | | - Contents of the application form.<br>- Professional References.<br>- Interview. |
| **Personal Competencies and Qualities:** | - Passion for helping children and young people learn.<br>- Trustworthiness and integrity.<br>- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.<br>- Ability to engender confidence in young people. | | - Contents of the application form.<br>- Professional References.<br>- Interview. |

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| | - A warm, friendly, patient manner.<br>- Ability to build positive relationships with all students that allow them to achieve their highest potential.<br>- Discipline and time management skills.<br>- A belief in value in others.<br>- A willingness to learn new skills, approaches and to share experience with others.<br>- A sense of humour. | | |

## Employee Acknowledgement

I have received a copy of my job description.

I have read and understand the duties of my job.

I confirm that I can fulfil the requirements of the role of Student Services Administrator.

Signed: ……

Date: ……