



Candidate Pack

Support Manager

Dear Colleague,

Thank you for your interest in a role at Thames Park Secondary School. The aim of this candidate pack is to enable you to find out more about the school's distinct nature in order to inform your application.

Thames Park Secondary School opened to Year 7 pupils in central Grays in September 2020 as a brand new school. Grays is a vibrant, dynamic, rewarding and inspiring place to work with excellent transport links. The area is undergoing large scale redevelopment in Europe as part of the Thames Gateway Development. We are part of a £20 million plus building programme and will have excellent, purpose-built accommodation with state-of-the-art specialist equipment and facilities in September 2022. We are the newest school in the Osborne Co-operative Academies Trust which comprises of 12 schools.

Our education plan and curriculum have been designed to ensure our students make outstanding progress, reach high levels of academic attainment and develop the skills essential for career success. Our students are fully supported through high-quality, personalised pastoral care. The curriculum is enhanced by a digital theme that runs through all subject areas designed to develop authentic, contextualised learning. Our students are motivated and highly engaged by the offer of a dynamic learning environment.

Initially Thames Park Secondary School has a small staff complement, meaning high levels of personal and professional commitment, along with excellent teamwork will be essential. The successful candidates will be part of a small team and will be required to be highly adaptable and flexible and will need to work hard. In exchange, Thames Park Secondary School will offer first class career development opportunities, high quality personalised CPD, the chance to work with cutting edge equipment along with an engaged Trust and outstanding group of young people. Staff wellbeing is given high priority. You will have the unique opportunity to play a central role in creating an exceptional school.

We would love to hear from you if you feel you have the skills and expertise required for this key role.

Please do contact me directly should you wish to discuss the role in more depth.

Best wishes,



Mr Kam Bains  
Headteacher



## Thames Park Secondary School

TLC Building, High Street, Grays, RM17 6TF  
Wishes to appoint a

### Support Manager

**Salary: Band D Point 18 – 23 (£24,632.80 - £28,527.96 per annum)**

**37 hours 30 minutes per week**

**08:00am – 16:30pm Monday – Friday, 60 minute unpaid lunch break**

**41 weeks of the year – term time plus inset plus three additional weeks**

**Start Date: October/November**

We have an exciting opportunity for a support manager to join our school. Thames Park Secondary School is a new member of Osborne Co-operative Academy Trust. All schools in the Trust work in equal partnership and are members of the Schools' Co-operative Society.

We are seeking to appoint an enthusiastic and dedicated Support Manager who will be the Headteacher's PA and office manager to ensure provision of an effective administrative and clerical support to the school.

**The successful candidate will:**

- Provide personal assistance to the Headteacher, minute meetings, manage appointments, diaries and contacts.
- Ensure provision of an effective administrative and clerical support to the school.
- Be responsible for the day-to-day management of the administration and data function.
- Assist the Headteacher and Senior Leadership Team by using data to provide school improvement information and be responsible for the setting up of systems within the school.
- Champion and oversee GDPR across the school

The ideal candidate would therefore need to be organised, efficient and adaptable. They would also need a deep understanding of data and how the information can be analysed. Previous school administration experience would be advantageous.

**We will offer you:**

- 25 days annual leave (FTE)
- 2 week October half term
- Recognition of continuous service
- Automatic enrolment into Local Government Pension Scheme
- Continuous Professional Development
- Access to EAP

Applications forms are available via Essex School Jobs, or the School and Trust website. Alternatively please contact:

**Contact details:** [hr@osborne.coop](mailto:hr@osborne.coop), 01375 648901

**Closing date:** Monday 4<sup>th</sup> October 2021, Midday

**Interview date:** TBC

*Osborne Co-operative Academy Trust is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. This post will be subject to an enhanced disclosure from the Disclosure and Barring Service.*

## Job Description

<b>JOB TITLE:</b>	<b>Support Manager</b>
<b>REPORTS TO:</b>	Headteacher
<b>SUPERVISES:</b>	Support Officers/Assistants and Receptionists
<b>BAND:</b>	<b>D</b>

### JOB PURPOSE:

To develop, maintain and monitor administrative support throughout the school.

Manage the School Officer/Assistant/Receptionist team, quality assure and supervise all administrative work.

Provide personal assistance to the Headteacher, minute meetings, manage appointments and contacts.

To ensure provision of an effective administrative and clerical support to the school. To be responsible for the day-to-day management of the administration and data function.

To assist the Headteacher by using data to provide school improvement information and be responsible for the setting up of systems within the school.

### KEY CORPORATE ACCOUNTABILITIES

To actively promote the Trust's Equal Opportunities Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place

To maintain awareness of and commitment to the Trust's Equal Opportunity Policies in relation to both employment and service delivery

To fully comply with the Health and Safety at Work Act 1974 etc, the Trust's Health and Safety Policy and all locally agreed safe methods of work

At the discretion of the Head Teacher, such other activities as may from time to time be agreed consistent with the nature of the job described above

To work with colleagues to achieve service plan objectives and targets

To participate in Employee Development schemes and Performance Management and contribute to the identification of own team development needs

### PRINCIPAL ACCOUNTABILITIES

- Be responsible for the efficient management of the Headteacher's office, including the organisation and security of all confidential files and documents.
- Manage the Headteacher's diary, creating and rearranging appointments as necessary and organising all relevant documents and communications relating to meetings.
- Have access to, and coordinate, diaries for the senior leaders in order to organise team meetings and provide availability information to staff, parents and other key stakeholders when required.
- Co-ordinate processes and procedures in all aspects of administration in the school.
- Line-manage and develop the team in line with the Trust's vision.

- To create and maintain a purposeful, orderly and supportive working environment, ensuring quality assurance with the team.
- Support the successful completion of induction for all new administrative staff and advise on the continuing professional development of the team.
- Design, develop and implement processes and administrative procedures that work effectively.
- Manage absence within the office, ensure a fair and equitable workload for the team and arrange cover for absent team members.
- Working alongside the Headteacher developing understanding of operational functions required in the school including health & safety, HR and facilities management.
- Filter communications with the Headteacher in order to ensure that matters are dealt with by the correct staff member
- Produce, prepare and respond to correspondence on behalf of the Headteacher, including drafting of complex correspondence.
- Manage and ensure the accurate maintenance of the information management system for pupils and staff.
- Oversee the provision of analytical/statistical data to staff, parents, LA and outside agencies.
- Report student and school issues in line with the Trust's policies for health and safety, child protection, behaviour management etc.
- Attend meetings and training sessions as required.
- Be involved in extra curricular activities, e.g. open days, presentation evenings
- Provide analytical/statistical data to staff, parents and outside agencies, including running reports, producing comment banks and analysis of data.
- Provide secretarial, clerical and word processing support at senior staff level ensuring accuracy and confidentiality at all times.
- Maintain and update pupils' records; complete associated statistical returns.
- Support the Headteacher in the planning and organisation of extra-curricular activities, e.g. open days, presentation evenings and trips and visits.
- To be First Aid trained or have a willingness to undertake the training, as you would be responsible for the running of the medical room.
- Administer and distribute the weekly staff bulletins.
- Attend staff briefings, taking notes and distributing to all staff in an efficient and timely manner.
- Liaise with the chair and clerk of the local advisory board in arranging meetings, including all related administrative/logistical tasks and refreshments.
- To supervise the office staff and delegate and monitor their work, including anticipating and planning for termly work in conjunction with the Headteacher.
- To take particular responsibility for dealing with complex enquiries or difficult visitors/callers referred from Reception as required.
- Manage hospitality for whole school meetings and events/functions.
- Order stationery and supplies.

- Cover on reception for break and lunch times on the regular rota, and in peak periods or cases of staff absence. Support with other administrative work, when required, and especially during peak periods.
- Recording of sickness absence/overtime reporting monthly to the Trust.
- To champion and oversee GDPR and Health and Safety compliance
- To ensure that all personal file records are integrated accurately into HR filing systems, organising confidential filing systems, using both traditional and ICT methods.

## **Person Specification –Support Manager**

### **Essential**

High standards of achievement and professionalism.

Excellent communication skills both written and oral and the ability to communicate effectively with staff and students.

Good organisational and planning skills including prioritising tasks.

Ability to work as part of a team and on own initiative and with resilience.

Thinking creatively to anticipate and solve problems.

High expectations of others.

Staying calm and cheerful when working under pressure.

Confident in offering support and guidance to staff, students and parents.

Sharing and contributing to the aims and ethos of the Trust, including a positive attitude to working with people with disabilities.

Commitment to the personal development of all students, staff and self.

Being prepared to take advice, recognising own need for development and keen to learn new skills.

To have a good health and attendance record, and being committed to maintaining this to carry out a busy and demanding post.

### **Desirable**

Successful experience of managing and organising own work.

Having a sense of humour.

Experience of working in an educational setting with students with challenging behaviour

Demonstrable experience of working with young people and families

Experience of working in a multi-agency setting

An understanding of the specialist support services available to young people locally.

Hold relevant professional qualification in education, youth or social work or has other relevant experience of working in the police, youth offending or health sector that would demonstrate an ability to work with young people.

Holds First aid at work qualification or willingness to undergo first aid training. Practical skills

Ability to prioritise own workload

Ability to communicate with young people, both individually and in a group setting.

Ability to motivate and engage young people to address the difficulties they are experiencing at home/school that affect their ability/willingness to learn

Ability to assess the needs of young people and their families and to work with other agencies to formulate and deliver packages of support.

Able to build constructive relationships with parents and carers

Able to develop and maintain close links and work effectively with staff from other agencies

Able to gather information and produce reports

Confident basic user of ICT. Must be numerate and well organised.

Good planning and organisational skills and a flexible approach to the management of work. Personal qualities and attributes

Self-motivating with the ability to multi-task.

Good interpersonal skills, and the ability to enthuse and motivate others.

Excellent interpersonal skills and ability to work with people at all levels.

Flexible and adaptable



## **Recruitment and Selection Policy Statement**

1. The Trust Board is committed to:
  - safeguarding and promoting the welfare and safety, and the spiritual, moral, social and cultural development, of children and young people;
  - promoting equality of opportunity and community cohesion where the diversity of different backgrounds and circumstances is appreciated and positively valued;
  - promoting the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs and expects all staff, volunteers and other workers to share this commitment. It is recognised that this can only be achieved through sound procedures, good inter-agency co-operation and the recruitment and retention of competent, motivated employees who are suited to, and fulfilled in the roles they undertake.
2. The Trust Board recognises the value of, and seeks to achieve a diverse workforce, which includes people from different backgrounds, with different skills and abilities. We are committed to ensuring that the recruitment and selection of all is conducted in a manner that is systematic, efficient, effective and promotes equality of opportunity. Selection will be on the basis of merit and ability, assessed against the qualifications, skills and competencies required to do the job. We will uphold obligations under law and national collective agreements to not discriminate against applicants for employment on the grounds of the protected characteristics of age, sex, sexual orientation, marriage or civil partnership, pregnancy, gender re-assignment, disability or health, race (which includes colour, nationality and ethnic origin), religion or belief.
3. We will implement robust recruitment procedures and checks for appointing staff and volunteers to ensure that reasonable steps are taken not to appoint a person who is unsuitable to work with children, or who is disqualified from working with children, or does not have the suitable skills and experience for the role.
4. We will ensure that the terms of any contract with a contractor or agency requires them to adopt and implement measures described in this procedure. We will monitor the compliance with these measures and require evidence that relevant checks have been undertaken for all workers deployed.
5. The following pre-employment checks will be required where applicable to the role and settling:
  - receipt of satisfactory references
  - verification of identity
  - a satisfactory DBS disclosure if undertaking Regulated Activity
  - verification that you are not barred from working with Children
  - verification that you are not prohibited from teaching
  - verification of medical fitness for the particular role
  - verification of qualifications and of professional status where required e.g. QTS status
  - the production of evidence of the right to work in the UK
  - verification of successful completion of/exemption from statutory induction period
  - verification that you are not subject to any section 128 direction preventing you from holding a management position within the Trust/school
  - a declaration that you are not disqualified from working with children by virtue of the Childcare (Disqualification) Regulations 2018 or that you have provided a disqualification waiver from Ofsted

***NB It is illegal for anyone who is barred from working with children to apply for or undertake Regulated Activity.***

6. We will keep and maintain a single central record of recruitment and vetting checks, in line with the current DfE requirements.
7. All posts/voluntary roles that give substantial unsupervised access to children and young people are exempt from the Rehabilitation of Offenders Act 1974 and therefore all preferred candidates will be required to declare spent and unspent convictions, cautions and bind-overs (save for those offences that are subject to filtering by the Police) prior to their offer of employment being confirmed. When making a recruitment decision Trust will disregard any filtered convictions/cautions/reprimands which were disclosed in error.

Applicants will be required to sign a DBS consent form giving consent for the DBS certificate to be copied and shared (within strict guidelines) for the purposes of considering suitability for employment and/or consent for an online status check to be carried out in the event that the applicant subscribes to the DBS update service. A previously issued Disclosure and Barring Service Certificate will only be accepted in certain restricted circumstances or where you subscribe to the DBS update service and the appropriate online status checks have been satisfactory.

The Trust is committed to ensuring that people who have convictions / cautions / reprimands on their record are treated fairly and given every opportunity to establish their suitability for positions. Having a criminal record will not necessarily be a bar to obtaining a position, except in the case of school settings covered by the Childcare (Disqualification) Regulations 2018 where certain convictions, cautions or warnings will mean an individual is disqualified from working in that setting and will prohibit employment at the school (unless a waiver can be obtained from Ofsted).

Positive disclosures will be managed on a case-by-case basis taking into account the nature, seriousness and relevance to the role. The following factors will be considered in each case:

- The seriousness/level of the disclosed information e.g. was it a caution or a conviction.
- How long ago the incident(s) occurred and whether it was a one-off incident or part of a repeat history/pattern.
- The circumstances of the offence(s) being committed and any changes in the applicant's personal circumstances since then.
- The country where the offence/caution occurred.
- Whether the individual shows or has shown genuine remorse.
- If the offences were self-disclosed or not (non-disclosure could, in itself, result in non-confirmation of employment on the grounds of trust, honesty and openness).

This Trust operates in accordance with The Disclosure and Barring Service Code of Practice in relation to the processing, handling and security of Disclosure information.

8. The Trust processes personal data collected during the recruitment process in accordance with its data protection policy. Data is held securely and accessed by, and disclosed to, individuals only for the purposes of completing the recruitment process. On the conclusion of the process, data collected will be held in accordance with the school's retention schedule.

A copy of our Recruitment Procedure is available upon request.