



THE MERCIAN TRUST

Central Business Services Team School Support Officer Application Pack

Full Time Permanent Position

Grade 5 (SCP 9 – 17) FTE 1 – TT +2 Flexibility 37 Hours

THE MERCIAN TRUST

ALD - ALDRIDGE SCHOOL

GRB - Q3 ACADEMY GREAT BARR

LAN - Q3 ACADEMY LANGLEY

NLS – NEW LEAF SCHOOL

OAK – OAKWOOD SCHOOL

QHS - QUEEN MARY'S HIGH SCHOOL

QMG - QUEEN MARY'S GRAMMAR SCHOOL

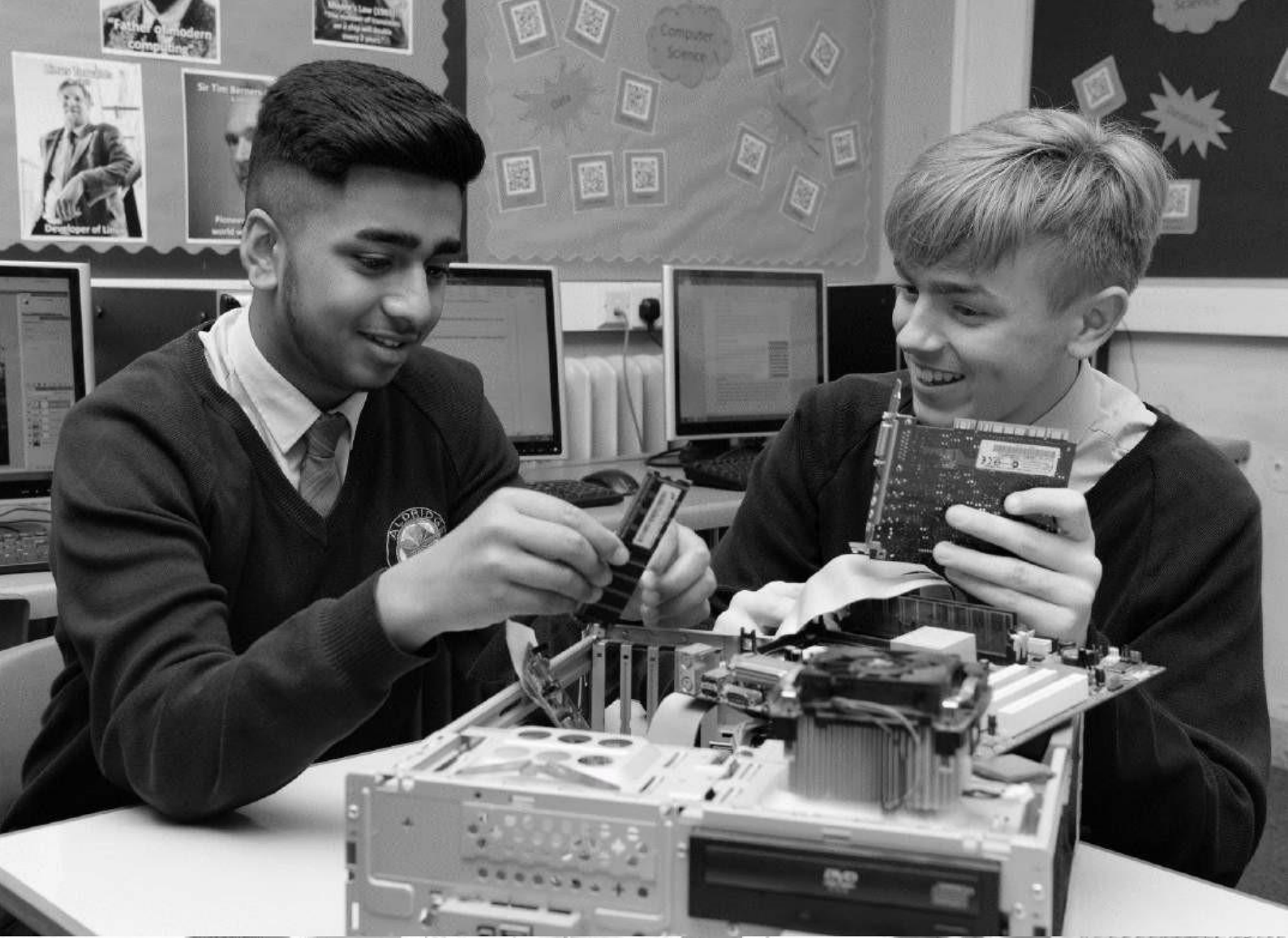
RUS – RUSHALL PRIMARY SCHOOL

SOA - SHIRE OAK ACADEMY

TLS - THE LADDER SCHOOL

TPN - Q3 ACADEMY TIPTON

WSS - WALSALL STUDIO SCHOOL



STRATEGIC PLAN 2025-2030

The Mercian Trust’s Strategic Plan for 2025–2030 marks an important transition from our pioneering chapter to a confident, maturing stage of development. Rooted in our commitment to social mobility and social justice, the strategic plan sets out a bold and innovative vision for the next five years—one that builds on our distinctive identity and shared values across a diverse family of schools.

Our strategy is anchored in three long-term priorities: purpose, people, and place. We aim to increase opportunities and improve outcomes for all students, recruit and retain exceptional staff, and deepen our engagement with communities and external partners. This is underpinned by a culture of inclusive leadership, continuous improvement, and purposeful innovation—ensuring every school flourishes and every learner experiences “life to the full.” As we move forward, we are thinking in decades, not just academic years, and we are excited for



THE MERCIAN TRUST

Who we are is not changing...



Solidifying Our Identity

	Our Mantra	Life to the full in pursuit of what is good, right, and true.
	Our Mission	Our social mobility and social justice mission to increase opportunities and improve outcomes.
	Our ambition for students	Children and young people who fulfil their potential , go on to thrive in the world of work and make a positive contribution to the local, national, and international community.

innovative and aspirational leaders to join us in shaping the future of education across Walsall, Sandwell and the Black Country.

All Trusts' long-term 'expectation'



Strengthening Our Foundations

	<h3>Continuously Improving</h3>	<p>Ensure continuously improving schools, leaders, teachers, and student-facing support staff. Ensuring continuously improving professional services to and for schools, business support staff, and systems.</p>
	<h3>Sustainable and resilient</h3>	<p>Build capacity and resilience within sustainable operating models for all our schools, services and partnerships. Maximise use of digital, data and AI to strengthen professional practice and reduce administrative workload.</p>
	<h3>A Participant and Contributor</h3>	<p>Take responsibility for contributing to system and sector improvement in our local communities.</p>

Our long-term strategy (not just the next 5 years)



Securing Our Anchors

	<h3>Equitable Education</h3>	<p>Expertly preparing each student for life and work regardless of social, economic, or personal circumstances. Developing transferable knowledge, understanding, skills, and character in children and young people to enable each to succeed in school, outside of school, and beyond school.</p>
	<h3>Distinctive Schools</h3>	<p>Developing and sustaining a diverse family of schools that meet the needs, aptitudes and aspirations of all children and young people. Leveraging our distinctive nature and USPs so that pupils, parents and communities choose our schools.</p>
	<h3>Leading Improvement & Innovation</h3>	<p>Strengthening our capacity to be flexible and agile as we pioneer with purpose and innovate pragmatically for the benefit of children and young people in our region.</p>

How we will be recognised by 2030...



Seeing Our Vivid Vision 2030



Purpose

Increasing Opportunities and
Improving Outcomes for students

We will be recognised as a trust of **exceptional schools** of all phases, key stages, and settings by providing a **home for everyone** – the right school place and provision for every child and young person so that they **succeed in school** and move into **sustained, ambitious destinations**.



People

Recruiting, retaining and developing
staff and volunteers

We will be recognised for our **purpose-driven people**; an **employer of exceptional staff** supported by dedicated volunteers. Our team **embraces change**, invests in **professional growth** and masters the use of **digital technologies and AI** for the benefit of children and young people.



Place

The communities we serve through
our work and our partnerships

We will be recognised for **leading collaboratively in our region** – deeply rooted in the towns of the Black Country. We will be known for our **reciprocal, meaningful partnerships** with parents, alumni, employers, charities and other schools and school trusts **working together** to support children and young people.





OUR TRUST BLUEPRINT FOR LEADERSHIP AND CULTURE

OUR PURPOSE

Increasing opportunities, improving outcomes.

OUR MANTRA

Life to the full in pursuit of what is good right and true

OUR PRINCIPLES

[P1]
**Social Mobility
and Social Justice**

[P2]
**Belonging and
Inclusion**

[P3]
**Innovation and
Improvement**

[P4]
**Safeguarding and
Wellbeing**

OUR VALUES (WHO WE ARE)

[V1]
We Care

We are:
Kind
Compassionate

We are uncompromising
in our pursuit of:
Excellence
Rigour

[V2]
We are Courageous

We are:
Ambitious for all our
students and staff

We are:
Agile, flexible and bold
in our decision-making
(including taking the
'difficult decisions')

[V3]
We are Candid

We are people of:
Honesty
Sincerity

We welcome:
Clarity
Feedback
Critique

[V4]
We are Accountable

We model:
Leadership
Integrity

We demonstrate:
Objectivity
Openness

OUR PROFESSIONAL BEHAVIOURS

In our work:

We work with accuracy and precision; we are inquisitive and professional
We demonstrate positivity, resilience and determination.

In our relationships:

We uphold and embrace fairness, equitability and teamwork.
We collaborate respectfully, and demonstrate commitment to each other.

In our development:

We engage with quality educational research.
We develop ourselves and others through tailored professional learning.

In our approach:

We are outward looking with a pioneering spirit.
We navigate change with a commitment to serve our local communities.

The Mercian Trust

The Mercian Trust is one of the largest and leading regional Trusts in the West Midlands with 12 schools and over 10,000 students. We are making strategic investments of time, focus, and resources into realising our Vivid Vision for 2030, alongside the development of our strategic foundations and anchors. This is all set alongside our identity and mission to increase opportunities and improve outcomes for children and young people. Our Vivid Vision for Purpose, People and Place outlines our ambitious plans for our students, our staff and our local communities.

The Mercian Trust was incorporated in January 2018 and currently governs nine secondary schools, comprising selective grammar schools, large comprehensive schools, an alternative provision free school and a 14-19 specialist studio school. In 2021, the Regional Schools Commissioner approved the merger between The Mercian Trust and Q3 Academies Trust. The formal merger transfer was completed on 1st May 2022 when all nine academies of the two Trusts became part of the same family of schools governed by The Mercian Trust. In summer 2025, our first Primary School and our first Special School joined our Trust, along with a Pupil Referral Unit bringing our family of schools to twelve.

- Aldridge School (11-18)
- Q3 Academy Great Barr (11-18)
- Q3 Academy Langley (11-16)
- New Leaf School (Pupil Referral Unit)
- Oakwood School (Special School)
- Queen Mary's High School (11-18, selective)
- Queen Mary's Grammar School (11-18, selective)
- Rushall School (Primary School)
- Shire Oak Academy (11-18)

- The Ladder School (Alternative Provision)
- Q3 Academy Tipton (11-18)
- Walsall Studio School (14-19)

The Members of The Mercian Trust include The Vine Trust and the Queen Mary's Foundation. Both are charitable organisations focussed on improving the futures of local young people.

Trust ethos & values

Our name is rooted in history and expresses a geographical identity and ambition. The ancient kingdom of Mercia encompassed much of what we now recognise as the West Midlands – and crucially for us it included what we now call the Black Country. It was in Mercia that St Chad established an association of small monasteries which fostered unity through bonds of kinship. Now, a thousand years later, we look to demonstrate the same spirit in our approach. We are a family of schools committed to each other – diverse in nature, proud custodians of our history and success, but together, one charitable trust with a common purpose.

- Our Trust exists to equip our students to: Realise their potential
- Thrive in the world of work
- Make a positive contribution to the local, national and international community.

Our mission is **increasing opportunities** and **improving outcomes**. Our mantra is *Life to the full* in pursuit of what is **good, right and true**.



Job Description: Central Business Service Team

Job Title	School Support Officer
Location	Mercian Central Team
Working hours	Full time 37 hours per week.
Salary	Starting point dependent on skills and experience
Job Purpose	
<ul style="list-style-type: none"> • Financial administrative link between Central Team and schools. • Provision of Quality and Timely information to support all schools within our Trust with financial transactions. • Ensuring the accuracy and timeliness of transactions in accordance with the Trust Finance Handbook. 	
Main Duties and Responsibilities	
<ul style="list-style-type: none"> • Responsible for direct school support across financial systems. • Resolving queries from schools and 3rd parties in an accurate and timely fashion. • Raising requisitions and purchase orders across the trust. • Facilitating purchases on credit card and online business accounts. • Raising items on Parent Payment online platforms across the Trust. • Supporting regular reporting to schools. • Supporting school staff in using the financial system and accessing financial information. • Investigating queries and providing appropriate scrutiny. • Supporting the development and training of the Finance Apprenticeship team. • Dealing with staff, parent, customer and supplier enquiries as appropriate. • Liaising with all schools including travel to individual school sites where required. • Any other duties required that are commensurate with the grading of the post. 	

Person Specification

Preferred Skills, Personal Attributes or Experience

- Good communication skills.
- Knowledge of office administration systems and workflows, to national qualifications level 3.
- Very computer literate with strong excel spreadsheet skills.
- A team player providing team support for colleagues
- Strong numeracy skills
- Enthusiastic and Self-motivated with experience in a similar role of managing workload to deadlines.
- Positive attitude and willingness to be flexible.
- High level of professional conduct in all areas of work.



SAFEGUARDING AND SAFER RECRUITMENT

- ☒ The Mercian Trust is committed to equal opportunities, safeguarding, and promoting the welfare of children and young adults. We expect all staff to share this commitment. As this post involves working in regulated activity unsupervised with children all post-holders are subject to satisfactory pre-employment checks including an online search check, references, Enhanced Disclosure and Barring Service check.
- ☒ You are required to uphold all relevant policies in respect of child protection and safeguarding, which are based on KCSIE (2025) and Working Together to Safeguard Children (2018).
- ☒ You are required to demonstrate and model the Nolan Principles (The Seven Principles of Public Life): Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<https://www.gov.uk/government/publications/the-7-principles-of-public-life>
- ☒ You should demonstrate your commitment to our equality policy and all our related work to promote diversity, inclusion and belonging.

KEY INFORMATION – HOW TO APPLY

Post	Central Business Services Team – School Support Officer
Responsible to	Business Services Team Leader
Contract and Salary	Full time 37 hours FTE 1 – TT+2; Between core hours of 08:00am to 05:00pm Permanent role Grade 5 SCP 9 -17
Closing Date	Wednesday 8 th July 2026 9am
Interview Dates	WC 13 th July 2026
Start Date	01 st August 2026 (dependant on notice period)
Informal Confidential Conversations	To speak to someone about this post, please contact Bonnie Mae Burns, HR Administrator bonnie.burns@merciantrust.org.uk or Katrina Creaser, Finance Director katrina.creaser@merciantrust.org.uk
How to apply	Please complete the Online Application Form via My New Term website.