

Job Description

Job Title	Support Services Manager (Secondary)
Grade	J
Responsible To	Principal
Staff Managed	Site / Facilities Manager L1/2, Site Supervisor L1/2, Cleaning & Caretaking Teams, Lettings Manager, Lettings Officer, Lettings Manager
Job Family	Support Services
Job Purpose	Responsible for managing the strategy and operation of the business functions of the school, including financial management, health and safety, human resources, compliance and administration.
Job Context	This role will be based within a Secondary School/Academy Setting
Accountabilities / Main Responsibilities	
Operational Issues	<ul style="list-style-type: none"> ● Advise on and implement the day-to-day support that enables the school to operate effectively and efficiently, and that allows other members of the leadership team to focus on teaching and learning. ● Responsible for all non-educational elements of the school environment. The role will liaise with the Principal and Pastoral team to ensure that any student related issue is dealt with by an educational team member. ● Organisation of service and proactive facilities management of all school equipment in line with H&S and Compliance. Ensure cost effective reactive maintenance. ● Daily management of the catering service/contract on site. Liaising with key individuals to ensure the service meets the school's expectations. ● Manage the school's compliance with statutory obligations, and advise others on the relevant legal, regulatory and ethical requirements. Track all school policies and ensure they are updated in accordance with the policy review schedule. ● Act as the school's designated GDPR link on site ensuring compliance at all times. Ensuring the any GDPR breaches are reported in line with Trust procedures. ● Ensure that marketing and branding is in line with the Trust's strategy i.e. corporate branding, website administration, etc. ● Under the direction of the Principal and in conjunction with the Trust's Finance Officer, lead on all financial matters in school, to ensure the school's successful financial performance and to ensure financial decisions are clearly linked to the school's strategic goals ● Organisation of service and proactive maintenance of all school equipment in line with H&S and Compliance. ● Organisation of grounds maintenance to ensure that the school's site is in immaculate condition at all times and in conjunction with the sporting/PE demands. ● Ensure cost effective reactive maintenance ● Line management and organisation of Facilities team inc cleaners. ● Daily management of catering provision/contract ● In conjunction with the Principal and the Trust's Finance Officer, manage the school's budget and ensure it is balanced, realistic, and represents an effective use of public funds ● Monitor the budget all year round, advising the Principal where revisions or changes are needed ● Forecast future years' budgets, based on the school's estimated funding and trends in expenditure, to enable the Principal to make strategic, medium/long-term decisions ● Manage the school's lettings offer ● Liaise with the Trust's HR team and provide an on-site HR link for all related policies/procedures

	<ul style="list-style-type: none"> ● Ensure that recruitment, appraisal, disciplinary and grievance policies are administered in accordance with employment law ● Conduct reviews of the school's staffing structure to ensure effective deployment of staff and financial efficiency
Partnership or Corporate Working	<ul style="list-style-type: none"> ● To liaise with Central and Local Government departments and agencies and other community external and internal stakeholders in the implementation of the Action Plans.
Skills Development	<ul style="list-style-type: none"> ● Be responsible for line-managing support staff, including carrying out medium/long-term resource planning and managing recruitment, appraisal and professional development ● Organise appropriate training for staff to ensure compliance at all times.
Safeguarding	<ul style="list-style-type: none"> ● To oversee the procedure of ensuring all staff are cleared via appropriate DBS and medical checks and staff contracts. ● To be committed to safeguarding and promote the welfare of ● children, young people and adults, raising concerns as appropriate. ● Be aware of and comply with policies and procedures relating to child protection, confidentiality, health, safety and security. ● Be aware of own (and others') professional boundaries. ● Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with
Systems and Information	<ul style="list-style-type: none"> ● Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times ● Be the school's designated GDPR link on site, taking responsibility for monitoring data protection compliance and advising the school community on data protection issues ● Support the Trust's Data Protection Officer with ensuring data protection compliance and helping the school community understand how to comply with data protection law
Planning and Organising	<ul style="list-style-type: none"> ● Monitor developments in technology and consider how it can be used to enhance the school's business processes, teaching and learning, and staff wellbeing.
Data Protection	<ul style="list-style-type: none"> ● To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
Health and Safety	<ul style="list-style-type: none"> ● Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. ● To work with colleagues and others to maintain health, safety and welfare within the working environment. ● With the facilities team, supervise the maintenance of the school site ● Manage the school's compliance with health and safety regulations, and put in place processes and procedures to ensure the safety of all in the school ● Organise health and safety training for staff
Equalities	<ul style="list-style-type: none"> ● We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. ● Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement. ● Develop own understanding of equality issues.
Flexibility	<ul style="list-style-type: none"> ● Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. ● Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager. ● Permanent & significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures

Customer Service

- The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.
- The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.
- Understand your own role and its limits, and the importance of providing care or support.

Person Specification

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Grade	J	
Responsible To	Principal	
Staff Managed	Site / Facilities Manager L1/2, Site Supervisor L1/2, Cleaning & Caretaking Teams, Lettings Manager, Lettings Officer, Lettings Manager	
Job Family	Support Services	
Essential		Desirable (if not attained, development may be provided for successful candidate)
Knowledge		
<ul style="list-style-type: none"> ● Sound working knowledge of strategic financial management ● Excellent attention to detail ● Effective communication and interpersonal skills ● Ability to communicate a vision and inspire others ● Ability to build effective working relationships with staff and other stakeholders 		<ul style="list-style-type: none"> ● Have an understanding of Data Protection and Freedom of Information issues.
Experience		
<ul style="list-style-type: none"> ● Experience of change and project management ● Proven track record in business impact and operational development 		<ul style="list-style-type: none"> ● Successful leadership and management experience in a school, or in a relevant field outside education ● Contributing to staff development
Occupational Skills		
<ul style="list-style-type: none"> ● Leadership, management and organisational skills. ● Excellent verbal and written communication skills are required. ● Proactive. Must give attention to detail, with the ability to work under pressure to strict deadlines. ● Ability to prioritise own work and that of others in line with the School's strategic aims. ● Ability to give clear, accurate advice and to shape outcomes. ● Ability to liaise and influence effectively at all levels. ● Be an experienced negotiator, particularly on contractual matters 		
Qualifications		
<ul style="list-style-type: none"> ● A degree or experience equal to business management (or a related discipline) ● Health & Safety qualification - IOSH or above 		<ul style="list-style-type: none"> ● GDPR Foundation ● Appropriate first aid training (<i>dependant on the school's needs</i>)
Other Requirements		
<ul style="list-style-type: none"> ● Enhanced DBS clearance ● Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils ● Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school ● Ability to work under pressure and prioritise effectively ● Commitment to maintaining confidentiality at all times ● Commitment to safeguarding and equality 		