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|  <p>GREENWOOD<br/>ACADEMIES TRUST</p> |   | <p><b>JOB SPECIFICATION</b><br/><b>Arbor Success Manager</b></p>  |   |
| <p><b>Reports To:</b> Head of Business Applications</p>  |   |   |   |
| Why  | <p><b>Job Summary:</b></p> <p>To configure Arbor to deliver secure, and efficient operational use across all GAT academies.</p> <p>Provide technical administration and operational deployment of Arbor, while supporting academy teams with processes and system usage.</p> <p>To develop, implement and maintain high-quality guidance, SOPs, FAQs, quick videos and user support materials to ensure Arbor is embedded and consistently utilised across the Trust.</p> |   |   |
|  | What  | <p><b>Main Responsibilities:</b></p> <p>As the Trust's lead administrator for Arbor, responsible for day-to-day configuration, build, permissions, system settings, operational support, workflows, and maintenance.</p> <p>Plan and manage system updates, releases, modules and new feature evaluation, supporting the roll out through clear communication and the development, delivery and/or commissioning of training for users.</p> <p>Provide a central point of expertise for Arbor users, troubleshooting issues and coordinating resolutions with Arbor Support, as required.</p> <p>Monitor data input validation, error logs, and system usage patterns to identify areas for improvement.</p> <p>Provide quality assurance checks ahead of statutory returns, ensuring data completeness and accuracy.</p> <p>Ensure MIS processes across the Trust remain compliant with DfE, Ofsted, JCQ, GDPR, and GAT policies.</p> <p>In liaison, support the integration/streamlining of MIS related processes, and the implementation of Arbor Workflows to meet GAT business requirements.</p> <p>Any other duties as required as commensurate to the level of the post.</p> |   |
| Context  |   | <p><b>Professional Standards</b></p>  | <p><b>Business service functions</b> – can reflect on their progress, successes, strengths and areas for further development against their relevant professional standards, eg Chartered Accountancy, Personnel and Development, Health and Safety, Estates Management, Procurement, Marketing, Governance, Internal Auditors, which are also incorporated into the <a href="#">(ISBL) professional standards</a></p> <p>Plus, there is an expectation all colleagues adhere to the <a href="#">Seven Principles of Public Life</a> (also known as the Nolan principles).</p> |
|  | <p><b>Education, Qualifications and Experience (EQE)</b></p>  | <p><u>Education/Qualifications:</u></p> <p>Essential - Educated to A Level or equivalent experience / Evidence of ongoing professional development.</p> <p>Desirable - Arbor certified training or relevant vendor qualifications / Project management or ITIL qualification.</p>   |   |

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|  |   | <p><b>Experience:</b></p> <p>Significant experience administering Arbor (or another major school MIS) within a multi-site environment, including producing and filing statutory returns.</p> <p>Supporting end users with MIS processes and troubleshooting technical issues.</p> <p>Commitment to the values and ethos of Greenwood Academies Trust.</p>   |
|  | <b>Safeguarding</b>   | <p>All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.</p>   |
|  | <b>Delegations</b>  | <p>Work closely with SLT, data managers, and administration teams to ensure MIS processes operate consistently and efficiently.</p> <p>Delegated authority for day-to-day Arbor administration, including routine configuration, permissions, workflows, operational support and liaison with academy teams to ensure consistent MIS processes.</p> <p>Escalate strategic design decisions, major configuration changes, workflow governance, integrations and compliance risks to the Head of Business Applications.</p>   |
|  | <b>Digital</b>  | <p>Experience with MIS integrations/APIs, escalating technical design decisions where appropriate.</p> <p>Strong understanding of MIS configuration, permissions, modules, and workflows.</p> <p>Able to use a range of digital tools to support guidance, training and consistent system use across the trust.</p>   |
|  | <b>Data Protection</b>  | <p>Awareness of GDPR and information governance requirements relating to pupil data</p> <p>Understanding of DfE data collections, Ofsted expectations, and other statutory frameworks.</p> <p>All adults employed by the Trust have a responsibility for data protection and have a duty to observe and follow the principles of the GDPR Regulations.</p>  |
|  | <p><b>Candidate requirements:</b><br/>(eg skills, knowledge, value added skill - ie the essential/ desirable skills of a person to fulfil the role)</p> | <ul style="list-style-type: none"> <li>• Highly organised and systematic, with a proactive approach to problem solving.</li> <li>• Strong customer service mindset, with empathy for frontline academy operations.</li> <li>• Collaborative, approachable, and able to build trust with users at all levels.</li> <li>• Ability to analyse issues methodically and recommend effective solutions.</li> <li>• Strong communication skills, able to explain complex processes to non-technical users.</li> <li>• High attention to detail and a strong commitment to data accuracy.</li> <li>• Ability to manage competing priorities and work to deadlines.</li> </ul> |

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.