

JOB DESCRIPTION

Job Title:	Support Services Manager	
Salary:	Grade G SCP 20 - 25	£32,597 FTE (2025/26 pay scales) per annum
Place of work:	The Sir Robert Woodard Academy	
Reports to:	Finance & Operations Manager	

Role purpose and essential requirements:

PURPOSE

- Lead, manage, and inspire the Support Services team, developing an engaged, collaborative, and inclusive working environment where team members feel valued, motivated, and empowered to deliver high-quality operational services.
- Ensure that all necessary administration and organisation is undertaken to promote the smooth and efficient delivery of the support services function within the Academy.
- Introduce, implement and manage effective administrative systems, ensuring that all relevant policies and procedures are adhered to.
- Oversee and optimise the delivery of comprehensive administrative and operational support services to ensure maximum efficiency across the Academy.
- Contribute to the smooth running of the Academy by demonstrating initiative and flexibility, while effectively delegating tasks and overseeing the workloads of others to ensure a proactive and balanced team approach.
- Lead high-level communication and the delivery of integrated support services across the Academy.

Main Responsibilities:

- Provide strategic management of the Academy's Support Services team, ensuring excellence and professional competence across a broad operational scope. Responsibilities encompass managing the frontline school reception, parent/student communications, reprographics and print design, first aid compliance, transport coordination, and the delivery of school trips and extra-curricular activities.
- Line Manage the Support Services team, providing clear objectives, performance appraisals, and coaching to ensure excellence in the Academy's day-to-day administrative functions.

- Ensure that all work undertaken by the support services team is completed to a high standard and within deadlines set.
- Hold regular support services team meetings to review practice and identify areas for service improvement, identifying any areas for staff training, etc.
- To attend various Academy meetings when required, both on a regular and adhoc basis, to support effective communication across academy functions.
- Utilise data to design and present high-level operational and strategic reports for Academy leadership.
- Oversee and continually refine the Academy's physical and digital office systems, ensuring robust organisation, accuracy and compliance. Ensure digital platforms are fully utilised and resourced effectively.
- Lead the exploration and implementation of relevant digital tools and IT software, challenging traditional processes to introduce innovative systems that enhance the responsiveness and efficiency of support services.
- Lead the management of Academy archiving, overseeing the lifecycle of student records, central filing, and the archiving system to ensure meticulous tracking, GDPR compliance, and strict adherence to the statutory Retention Policy.
- Lead the administrative process for student transition, induction, and transport logistics; establishing high standards for timely communications and maintenance of student data.
- To organise, attend and minute meetings, along with preparation and distribution of all associated paperwork, as required.
- To manage support services budgets, ensuring that wastage is kept to a minimum and savings are made where possible.
- Oversee departmental staffing levels and absence management, to coordinate efficient frontline cover across reception, admin, first aid, and reprographics.
- Work collaboratively with Academy leaders to deliver a comprehensive calendar of events, including open evenings, parent forums, seminars, and training events, maximising engagement and operational efficiency.
- Oversee the design, publication, and display workflows across the Academy, ensuring that all distributed literature and school noticeboards are systematically curated, up-to-date, and strictly in keeping with Academy branding and values.
- Manage operational support for Academy marketing initiatives; collaborating with the Marketing Officer to manage digital content collection (photography/video) and facilitate impactful community outreach.

- Collaborate, as required, with the Marketing Officer to deliver the operational maintenance of the Academy website and digital platforms, managing the systematic collation of content and providing strategic back-up to ensure seamless continuity of social media channels.
- Have responsibility for leading key business and community events, overseeing the administrative coordination of open evenings, primary school visits and events, public shows, and transition days. Ensuring effective delivery of the administrative process to improve and support community engagement and operational efficiency.
- To manage community links in order to promote positive relationships and develop opportunities for young people within the academy.
- To be responsible for the implementation and delivery of the Academy trips process, leading the Trips Coordinator to ensure seamless execution and compliance across budgeting, transport, and risk management. Continually evaluating strategies to improve process and efficiency whilst managing all elements effectively and utilising the best platforms.
- To be responsible for managing the school transport service, overseeing the booking and allocation systems while proactively monitoring costs versus income. Analysing uptake forecasts and implementing strategic marketing campaigns to maximise occupancy, promote sustainability, and ensure the service is fully utilised.
- Manage the day to day operational delivery of the Phone-Free School initiative across the Support Services team. Track performance data to identify trends and refine workflows, ensuring stock levels are maintained and communication remains consistent with all key stakeholders.
- To be responsible for health and safety within their own working area and reporting any concerns to the line manager.
- To participate in the Academy's performance management process.
- To undertake any other duties as may be deemed necessary to carry out the role successfully or are commensurate with the role.

Additional expectations:

All staff are expected to:

- Promote and support the distinctive Christian character of the Academy as demonstrated through its ethos and worship, service to the community, promotion of spiritual and moral values and its commitment to community cohesion
- Understand the concept of *in loco parentis* and be concerned for the development and well-being of each student as a whole person through pastoral and spiritual leadership

- Take responsibility for their own professional development and support that of colleagues where appropriate
- Engage in the Academy appraisal process and support colleagues in achieving their own targets where appropriate
- Follow Trust policy and procedures in relation to keeping children safe in education
- Observe health and safety requirements and play their part in ensuring a safe working environment
- Contribute to the whole professional life of the school which has successful teaching and learning as its core purpose supported by all staff contributing to the Trust's commitment to each student gaining meaningful enriching experiences.

All staff have an entitlement to high-quality induction and continuing support and development. All staff will have opportunities to discuss their professional needs, both through performance management and through other professional dialogues.

Safeguarding Statement

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will need to undertake an Enhanced DBS check and/or a Barred List check. Management posts will also be subject to a Section 128 clearance.

Equal Opportunities

The Trust is committed to equality of opportunity. We positively welcome applications from all sections of the community.

This job description may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations in relation to the post holder's responsibilities.