

CANDIDATE INFORMATION PACK



Parent Communications and Student Services Administrator

EMBRACING TRADITION • PURSUING EXCELLENCE • LEADING CHANGE

THE CITY ACADEMY HACKNEY

CEO WELCOME

Dear Applicant,

I am delighted that you have chosen to apply for a post with the City of London Academies Trust.



COLAT is driven by the ambition to deliver exceptional educational outcomes for the young people we serve, combining the heritage and traditions of the City of London Corporation with a creative and effective approach to teaching and learning.

Our expectations are high for both our students and our staff and as such we work to three core values: integrity, professionalism and care. We demonstrate real care by insisting on the highest expectations of behaviour in every phase and setting. Our curriculum is regularly reviewed and updated to ensure that every young person is afforded the knowledge and skills they need to be successful. We promote and support excellent classroom pedagogy as well as ensuring we have common approaches to assessment and intervention. This is how we care for our young people and ensure that they achieve the highest possible outcomes and are able to counter the many aspects of disadvantage they, their families and our wider communities experience.

Our 'Foundations of Excellence', which run through all Trust schools, have been the framework for our sector-leading success so far. These core principles led to the City of London and COLAT previously being recognised as the best performing academy chain for progress and attainment of disadvantaged children ('Chain Effects', The Sutton Trust). This fuels our determination to continue to develop the work we do, while remaining focused on the ambitions for our schools and making a significant difference to children's lives.

In striving for excellence in all aspects of our work, we are acutely aware that this will only be achieved through hard-working and motivated staff. Our care for staff means that we invest in our people, allowing them to grow and achieve their career goals within the Trust or beyond. We are committed to providing first-rate training and development opportunities to all our staff, in addition to excellent career advancement opportunities within our growing Trust.

In the classroom, and around school, we expect the kind of exemplary behaviour that allows our staff to generate exceptional learning outcomes for our children. Being sponsored by the City of London Corporation also means our staff benefit by having access to a huge range of resources, events and exciting learning opportunities that other Trusts are simply not able to offer.

We are always looking for like-minded individuals to join us on our journey. Making the choice to work for COLAT means making the choice to be part of an evolving, ambitious and supportive Trust where you are valued, encouraged and can develop your specific talents, whatever they may be. We look forward to receiving your application.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'M. Emmerson', written over a white background.

Mark Emmerson
Chief Executive Officer

WHO WE ARE

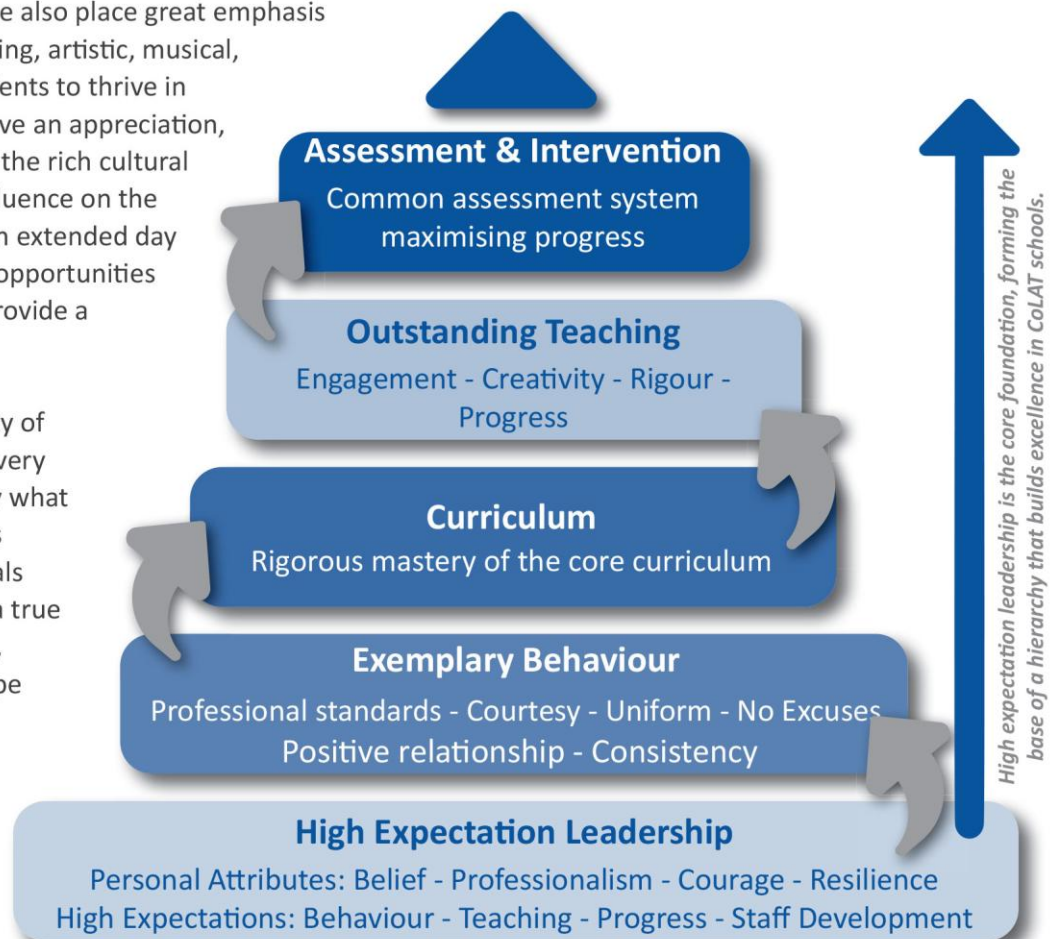
City of London Academies Trust operates schools in areas of significant disadvantage and believes strongly in the transformational nature of education.

We are unashamedly academic and unapologetically results driven because we recognise that strong SATs, GCSE and A level outcomes lead to increased life opportunities for our students. All our schools adopt a warm/strict approach, with every one of our School Leaders adhering to and aligning with our COLAT behaviour systems. Our simple, clear, and consistent routines, rituals and norms embed strong habits delivering exceptional student behaviour. In our schools, our teachers can teach, and students can learn, uninterrupted. We take great pride in curating an exceptionally positive learning environment and we obsessively guard against anything which may compromise our strong ethos and culture.

Our curriculum is knowledge rich. We believe in teaching 'powerful knowledge,' and educating our students on the 'best that's been thought and said' is crucial to giving them the best possible chance of success in life. More broadly, we find opportunities to elevate the curriculum to ensure our most able students can compete with their more privileged peers. Our curriculum is coherently and intelligently sequenced, with our Subject Improvement Leads working closely with Heads of Department to drive gains in learning and develop subject specific pedagogy. We are working on creating a standard curriculum in most of our subjects; this will help reduce teacher workload by taking away the production of high-quality resources and assessments, freeing up our expert teachers to grapple with the delivery of the content and focus on the learning.

Our teaching approach is influenced by the works of educationalists such as Doug Lemov. We are confident we know what works for schools in our specific context, and we have spent a long time codifying our approach, whilst also providing sufficient flexibility for our teachers to add their own unique personality and dynamism to their classrooms. Results are important to us, but we also place great emphasis on developing our students' sporting, artistic, musical, and linguistic talents. For our students to thrive in modern Britain, they must also have an appreciation, understanding and attachment to the rich cultural heritage of our country and its influence on the wider world. All our schools run an extended day to deliver an array of enrichment opportunities and super curricular sessions to provide a truly holistic education.

It is an exciting time to join the City of London Academies Trust, and we very much hope you will be inspired by what you learn about us. We are always excited to meet fellow professionals and there is no better way to get a true sense of a school's culture, values, and ethos than by visiting. We hope you take up this opportunity so you can see what life-changing opportunities our schools provide, and how integral our people are to this mission.



PROFESSIONAL DEVELOPMENT

We are committed to providing **individualised** and **impactful** professional development for every member of our COLAT community, and we offer a menu of talent pathways to support you at every stage in your career.

These pathways are research-based, designed for COLAT schools and delivered by experts from across the Trust. They provide Trust-wide training and networking opportunities to support you to achieve your career goals.

The Talent Pathway menu includes:

- **Aspiring to Middle Leadership: Leading a Department**
- **Aspiring to Middle Leadership: Leading a Year Group**
- **Aspiring to Middle Leadership: Leading a Operational Department**
- **Aspiring to Senior Leadership: Curriculum, Teaching and Learning**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Behaviour**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Management**
- **Aspiring to SEND Leadership**
- **Aspiring to Operational Functions Leadership**

If you are interested in one of our Talent Pathways, please do ask for more details during your school visit or interview.

EMPLOYEE BENEFITS

We invest in and support our staff by keeping their development a priority, and we are proud to have a range of benefits to ensure staff feel valued, including:

- **Teachers' or local government pension scheme with a generous contribution from the Trust**
- **Occupational maternity and adoption pay following 26 weeks of continuous service**
- **Generous annual leave entitlement**
- **Sabbatical leave entitlement for up to one year (unpaid) after five years' continuous service**
- **Cycle to work scheme**
- **Corporate gym membership rates**
- **Travelcard loan scheme**
- **Annual training and development opportunities in addition to in-house staff development**
- **Access to City of London housing allocation scheme**

Headteachers Welcome

Dear Candidate,

Thank you for expressing an interest in the post of PARENT COMMUNICATIONS AND STUDENT SERVICES ADMINISTRATOR at The City Academy, Hackney.

At The City Academy, Hackney, we are dedicated to providing all the students in our community with the best possible educational opportunities. We believe excellence is achieved through three key ingredients: clear structures, high expectations and strong relationships. Our outstanding curriculum is built around 'The City Experience' which places equal value on academic, creative, sporting, linguistic and personal development.

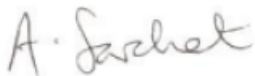
We pride ourselves on being a school which offers young people a warm and supportive environment, enabling them to meet our very high expectations. Our inspirational staff are skilled and committed and we are generously supported by The City of London Academies Trust. As a result of this, our students make exceptional progress.

We are looking for staff who are committed to working with students of all abilities, who constantly seek to learn and improve and who are ambitious for themselves as well as for their students. We expect hard work, skill and dedication, and in return will provide a supportive, flexible working environment, first class training opportunities and a comprehensive benefits package.

If you have the experience and passion to join our team and inspire the next generation, we look forward to hearing from you. Please apply via our website: <https://www.thecityacademyhackney.org/>

If you have any questions or would like to arrange a visit to the academy please contact our HR team at hr@thecityacademy.org. I look forward to reading your application.

Yours sincerely,



Anna Sarchet
Principal

Parent Communications & Student Services Administrator - Job Description

Accountable to:	Student Services Manager
Grade/Point range:	Local Government Pay Scale, Grade 5 scp 12 - 15
Salary range:	£34,359 - £35,892 FTE, Actual salary £30,815 - £32,190 (2025/6)
Working pattern:	Full time 35 hours, Term Time plus 5 days
Location:	The City Academy Hackney
Disclosure level:	Enhanced

Main Purpose

As an integral member of the Student Services team, the post holder will be responsible for co-ordinating all aspects of communication with parents as well as providing effective and efficient administrative support to the Student Services team. Key activities will include developing and maintaining lines of communication to parents, managing school social media, monitoring parent feedback to generate reports on communication effectiveness and providing administrative support to the Student Services Manager (including reception cover and reprographics support).

Key Accountabilities

Communication

- Develop and implement a parent communication strategy which is aligned with the COLAT marketing and communications policy and which supports the Academy to achieve its aims.
- Produce and distribute newsletters, emails, letters and digital content.
- Manage communication platforms (e.g., school apps, websites, social media channels).
- Co-ordinate the production and distribution of key Academy publications, including the Parent/Carer Handbook, Options Booklet, Prospectus and 16-19 Prospectus.
- Act as the primary point of contact for parent communication queries.
- Coordinate messaging for key events, announcements, and emergency communications.
- Maintain a consistently professional tone and brand aligned with The City Academy, Hackney values across all channels.
- Work closely with staff to gather updates and share relevant information with stakeholders.
- Monitor engagement and feedback to improve communication effectiveness.
- Support all aspects of parent engagement initiatives, workshops, and events including managing online bookings.
- Maintain accurate contact databases and ensure compliance with data protection regulations.

Reprographics Support

To support the Student Services Manager to:

- Operate and maintain reprographics equipment (printers, copiers, scanners, binding machines) and monitor supply levels (paper, toner, ink) and reorder as needed.
- Manage high-volume printing and copying requests.
- Prepare documents for production (formatting, layout, finishing).
- Ensure compliance with copyright and data protection policies.

Reception Duties – Cover and Support

- To provide secondary cover during peak periods and periods of staff shortage.
- Receive and brief visitors on safeguarding policy.
- Operate the Academy's main telephone system, including taking and delivering messages, transferring calls (as appropriate) and contacting parents or other agencies as directed.
- Using electronic entry system for Academy gates enabling access for parents, students and visitors to the Academy premises.
- Keep up to date log of visitors, telephone calls and relevant Academy business.
- To assist the Student Services Manager with the provision of administrative tasks.

Key Organisational Objectives

The postholder will contribute to the Academy's objectives in service delivery by:

- Following Health and Safety requirements and initiatives as directed.
- Ensuring compliance with Data Protection legislation.
- At all times operating within the school's equalities policies.
- Commitment and contribution to improving standards for students as appropriate
- Adopting Customer Care and Quality initiatives.
- Contributing to the maintenance of a caring and stimulating environment for young people.

At all times the postholder must adhere to professional business standards of dress, courtesy and efficiency in line with the ethos and specialism of the Academy.

First Aid

It is a responsibility of all staff at The City Academy Hackney to be aware of and supportive of First Aid requirements for pupils and staff on site, and on any trips or visits. There is an expectation in many support staff roles that participation in a managed First Aid Duty Rota will be required. In these instances a small annual allowance and full training will be given.

Safeguarding Children

COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the

Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

Parent Communications & Student Services Administrator – Person Specification

Our Values and Vision

The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff

Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the COLAT Equalities policies.

	Essential	Desirable
Qualifications		
Education to degree level, or equivalent	✓	
Experience, Skills and Knowledge		
Experience of using Microsoft Office Suite	✓	
Experience in communications, public relations, or a similar role	✓	
Knowledge of media best practice including permissions and safeguarding	✓	
Experience of working with the general public	✓	
Experience of community engagement	✓	
Experience of providing high quality administrative support	✓	
Proficiency in digital communication tools and content management systems		✓

Experience of preparing high quality, well written publicity material		✓
Experience of collating/reporting feedback		✓
Personal Qualities		
Excellent communication skills, both written and verbal	✓	
Excellent interpersonal skills	✓	
Excellent attention to detail in communication and planning	✓	
Ability to communicate effectively with staff, students, parents and agencies/statutory bodies etc. and maintain good working relationships	✓	
Ability to work hard under pressure while maintaining a positive, professional attitude	✓	
Ability to organise and prioritise work effectively	✓	
Ability to ensure deadlines and targets are met	✓	
Ability to work collaboratively as part of a team, and be proactive and solution-focused	✓	
Other		
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Motivation to work with children and young people	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	
Willingness to undergo appropriate checks, including enhanced DBS Checks	✓	

THE CITY ACADEMY HACKNEY

HOW TO COMPLETE THE APPLICATION

Vacancy Title: Parent Communications and Student Services Administrator

Vacancy Description: Permanent, full-time 35 hrs per week, Term time 40 weeks per

Vacancy Location: The City Academy Hackney

Vacancy Closing Date: Thursday 9 July 2026

Submission: Applications are to be submitted through MyNewTerm

It is essential that a fully completed application form is submitted. City of London Academies Trust cannot accept CVs alone. It is recommended that you retain a copy of your application form, so you can refer to it if you are invited for interview.

The main sections of the application form ask for various information relating to your work, educational and personal history. This information allows your application to be fully assessed against the criteria/competencies required for the job. When completing the application, you should provide your entire work history, including a description of any gaps in employment. In addition, outline your skills, qualifications and any notable awards. These can be selective, and you only need to provide those you consider relevant to the job you are applying for.

Your letter of application/supporting statements is the most significant element of the application form. Using no more than 1,000 words please provide an accompanying letter explaining why you are applying for this post and how your experience, skills, training and personal qualities match the requirements of the role as set out in the job description and person specification.

As part of your letter of application/supporting statement we are interested in knowing your impact so please provide relevant evidence. For instance, if you are seeking a pastoral role provide relevant data on the reduction of exclusions. If seeking a teacher role provide progress and attainment data of classes taught. If you do not meet all the essential criteria, it is unlikely that you will be shortlisted.

City of London Academies Trust asks that all potential employees highlight any relationships to school governors or employees to ensure all applicants are treated fairly.

For example, it may be inappropriate to offer someone a position within an organisation where they work for a family member or asking someone to take a position where they manage grants for voluntary services when their family works for a relevant voluntary organisation.

City of London Academies Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks in line with Keeping Children Safe in Education, including enhanced DBS checks and a willingness to demonstrate commitment to the standards which flows from City of London Academies Trust vision and values.

Please provide details of two referees, one of whom should be your present/most recent employer. References will not be accepted from relatives or friends. References are requested for all shortlisted candidates unless you specifically request us not to do so. Open references will not be accepted.

This post is exempt from the Rehabilitation of Offenders Act 1974. If you are appointed, you will be required to complete a DBS check. Any information received from the DBS will be treated in the strictest confidence. Having a criminal record will not exclude you from appointment, unless it is considered that the conviction renders you unsuitable to work with children.

Under the Criminal Justice and Court Services Act 2000, it is a criminal offence if an individual who is disqualified from working with children knowingly applies for, offers to do, accepts or does any work with children.

The role is covered by part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

