

# PERSON SPECIFICATION: Support Services Manager

## 1. Education & Qualifications

Essential	Desirable
* Good standard of education to at least GCSE level (or equivalent), including English and Maths at grades 9-4 / A*-C.	* Degree-level qualification in a relevant discipline (e.g., Business Administration, Management, or Operations).
* Evidence of continuous professional development or training relevant to team leadership, administration, or operational management.	* Professional management or leadership qualification.

## 2. Knowledge & Skills

Essential	Desirable
* <b>Leadership &amp; Management:</b> Strong ability to line-manage, coach, and inspire an administrative team, setting clear objectives and driving performance appraisals.	* <b>System Knowledge:</b> Advanced proficiency with Management Information Systems (MIS) such as Arbor or SIMS.
* <b>Communication:</b> Outstanding written, verbal, and interpersonal communication skills, with the ability to collaborate across all levels of the Academy and with external community stakeholders.	* <b>Marketing &amp; Media:</b> Knowledge of design software (e.g., Canva, Adobe Creative Suite) and experience coordinating digital content/social media workflows.

<p>* <b>Digital Fluency:</b> Advanced ICT skills (MS Office/Google Workspace) and a proven aptitude for adopting and implementing new digital tools and software to streamline workflows.</p>	<p>* <b>Reporting:</b> Ability to manipulate and analyse data to produce strategic, operational reports for senior leadership.</p>
<p>* <b>Operational Accuracy:</b> Meticulous attention to detail, strong proofreading skills, and an excellent command of spelling and grammar.</p>	
<p>* <b>Compliance &amp; Policy:</b> Solid understanding of statutory compliance, including GDPR regulations, data lifecycle preservation, and institutional retention policies.</p>	

### 3. Experience

Essential	Desirable
<p>* Recent, proven experience successfully managing and coordinating an administrative or operations team.</p>	<p>* Recent experience working within an educational or school setting.</p>
<p>* Experience overseeing complex logistical or administrative processes (e.g., event planning, transport coordination, or student transitions).</p>	<p>* Direct experience managing physical and digital archiving systems.</p>

\* Experience managing or monitoring departmental budgets, ensuring cost-efficiencies and minimal wastage.

\* Experience managing service-specific workflows, such as school trip tracking or policy enforcement initiatives.

#### 4. Personal Qualities & Core Values

Essential	Desirable
* <b>Strategic &amp; Proactive Mindset:</b> Ability to challenge traditional processes, use initiative, and effectively delegate workloads to maintain a balanced, proactive team approach.	* Ability to confidently present operational strategies to senior stakeholders and Academy leadership.
* <b>Resilience &amp; Adaptability:</b> High level of emotional resilience; flexible and comfortable navigating shifting priorities under pressure to meet tight deadlines.	
* <b>Collaborative Ethic:</b> Strong team player with a positive, approachable, and motivational "can-do" attitude, willing to cover frontline tasks when necessary.	
* <b>Discretion:</b> An absolute commitment to confidentiality, professional integrity, and strict data security protocols.	

<p>* <b>Ethos Alignment:</b> A dedicated commitment to inclusive education and supporting the Christian character, values, and community cohesion of the Academy.</p>	
<p>* <b>Respectful Collaboration:</b> Committed to practising inclusivity and engaging in respectful everyday interactions with all colleagues, students and stakeholders</p>	

## 5. Special Requirements

Essential	Desirable
<p>* Commitment to safeguarding and promoting the welfare of children and young people, with a solid understanding of <i>Keeping Children Safe in Education (KCSIE)</i> principles.</p>	
<p>* Satisfactory Enhanced DBS check, Barred List check, and Section 128 management clearance prior to appointment. Individuals on the children's barred list (and adults barred list where relevant) should not apply.</p>	