



Job Description and Person Specification Academic Services Manager



Post Title:	Academic Services Manager
Responsible to:	Assistant Headteacher (Quality of Education)
Responsible for:	Operationalising a high quality Academic Administrative Service to ensure the delivery of efficient and effective services (to include data, logistics, cover, exams and administrative support for all learning zones, connectivity with attendance and lead first aid team)
Grade	Band I, 37 hours per week, 207 days per year Actual Salary: £30,946 to £33,341 (FTE £32,797 to £35,336)

Main Purpose of Job

To provide high quality, wide ranging Academic Services to the Academy which will include:

- developing leadership and management at all levels within the Academic Services Team;
- developing a collaborative approach to improving services, developing new ways of working and re-defining relationships;
- operationalising services to ensure they are fit for purpose, responsive and appropriate;
- using more effective systems and skills to streamline common processes and procedures;
- building capacity within the team, opportunities for growth and succession planning.

The post holder will be a key member of the team in the Academy and will work positively and proactively in respect of data, exams, cover, logistics and administrative support. The post holder will work in collaboration with a range of staff across the Academy in the discharge of their duties and will at all times work within and contribute to the legal, regulatory and policy frameworks of the Academy and wider Trust.

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post.

Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

A = Accountability (which means being responsible for something to somebody)

L = Leadership (guide, direct and influence the outcomes of)

O = Operational (day-to-day management and control of these activities)

1. Role Specific Duties and Responsibilities

1.1	Manage the Academic Services Team for the Academy in line with policies and procedures and internal operational procedures, under the strategic leadership of and as directed by the Assistant Headteacher (Quality of Education). This includes:	A	L	O
1.1.1	Provide professional leadership and operational management to the Academic Services Team, taking responsibility for the management and development of the team, implementing service standards and developing common systems and processes. Ensure that all services are efficient, effective, reliable, fit for purpose and can adapt to changing circumstances.	✓	✓	✓
1.1.2	Develop the Framework for Academic Support Services in line with the Trust Model; establish the Operational Schedule for services and ensure that all team members have an active and robust Service Delivery Plan.	✓	✓	✓
1.1.3	Develop a framework of common systems across the Academic Services Team and wider Academy to ensure information and workflows between staff, tasks and systems are smooth and efficient.	✓	✓	✓
1.1.4	<p>Create positive and supportive working relationships within the Academic Services Team and wider Academy staff – assist with problem resolution by advising on required inputs and outputs.</p> <p>Academic Administration and Data Manager, Logistics Manager and Attendance, Lead First Aid Manager and Administrative Officers are responsible for the inputs and actions arising out of the academic and administrative needs of the Academy, however the Academic Services Manager must understand these processes and establish collaborative working practices to resolve any issues and secure efficiency, accuracy and timeliness of services.</p>	✓	✓	✓
1.1.5	In consultation with the Assistant Headteacher (Quality of Education) determine specific goals providing detailed development plans for the accomplishment of these goals. Ensure plans are fully planned and documented to ensure timely implementation.	✓	✓	✓
1.1.6	Lead, manage and direct the team; taking operational responsibility for deploying them effectively to meet the demands of the Academy. Ensure that the team develop their skills and knowledge both individually and as a team so that they can provide 'outstanding, effective and robust' services to the Academy.	✓	✓	✓
1.1.7	Analyse processes and services identifying alternative solutions and recommending new approaches. Help establish requirements for the implementation of change for the team and where appropriate across the Academy staffing networks.	✓	✓	✓
1.1.8	Develop and monitor policies and procedures to guide and shape the academic services of the Academy.	✓	✓	✓
1.1.9	Take responsibility for the appropriate use of all resources, including budget (exams, cover, administration, software etc) and monitoring in line with the Academy principles on best value and development plans.	✓	✓	✓

1.1.10	Support school development by contributing to the Induction and ongoing development of a range of new staff.	✓	✓	✓
1.1.11	Ensure compliance with any relevant Safeguarding, Records Management, GDPR and Health and Safety procedures and raise awareness amongst staff, pupils and other users.	✓	✓	✓
1.1.12	Undertake risk assessments; implement and make modifications to role specific Health and Safety procedures.	✓	✓	✓
1.1.13	Responsible for ensuring the provision of technical support for the use of inputs to and outputs from Academy's key systems (in particular SIMS, GO4Schools, Exams Organiser).	✓	✓	✓
1.1.14	Manage administrative, data and logistical projects involving the selection, development and implementation of staff, systems and procedures to enable the Academy to improve its existing support and achieve the key educational and administrative goals.	✓	✓	✓
1.1.15	Through line management advise on a regular basis on the progress of development and implementation of specific tasks, processes and projects.	✓	✓	✓
1.1.16	Be accountable for and routinely review the Records Management Schedule for the service ensuring that this is understood by the team and discharged appropriately.	✓	✓	✓
1.1.17	Participate in, and where appropriate, lead whole trust initiatives.	✓	✓	✓

2	Generic Duties and Responsibilities			
2.1	Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.			
2.2	All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided).			
2.3	Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.			
2.4	Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.			
2.5	All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.			
2.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.			
2.7	Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.			
2.8	Establish constructive relationships and communicate with others (inside and external to the Trust).			
2.9	Organise and support Academy and Trust events as requested.			
2.10	Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.			

2.11	All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder you will support, mentor and act as a role model for all staff.
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Excellent standards of behaviour, respect and learning depend upon the 'tone' set by all members of the Trust community. We build upon our strengths – together!

Person Specification Post: Academic Services Manager

The Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff, other workers and volunteers to share this commitment.

		Essential	Method of Assessment
1	Qualifications / Training / Experience		
1.1	GCSE A*-C in Mathematics, English	✓	AF/CQ
1.2	Educated to degree level in a relevant subject	Desirable	AF/CQ
1.3	Hold an Administrative Management Qualification at level 5 or above or an equivalent Business Qualification	Desirable	AF/CQ
1.4	Be able to evidence organisational and administrative skills and experience at an appropriate level to the post.	✓	AF//R
2	Skills and Aptitudes		
2.1	Must be able to multitask and develop knowledge and understanding in a wide range of support services to the Academy (including understanding the educational framework)	✓	AF//R
2.2	Ability to relate well to and respect a range of stakeholders including staff / pupils / students / governors and directors and act as a role model at all times.	✓	AF//R
2.3	The ability to work within recognised procedures and respond to unexpected problems and situations positively and proactively.	✓	AF//R
2.4	Be able to evidence the following skills and experience to a high standard: numeracy, communication, organisational, Administrative, IT and data.	✓	AF, CQ, R, I
2.5	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF, CQ, R, I
2.6	Working knowledge of relevant policies/codes of practice/legislation relating to Human Resource Services.	Desirable	I//AF
3	Mandatory Requirements		
3.1	A DBS check at an enhanced level must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust.	✓	DBS Check
3.2	Education posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓	AF/R

3.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
4	Physical Requirements		
4.1	Health and physical capacity for the role.	✓	I, R
4.2	A good attendance record in current employment, (not including absences resulting from disability)	✓	I, R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

5	Effective Behaviours	Method of Assessment
5.1	Managing self and personal skills: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	A/I/R
5.2	Delivering excellent service: Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.	A/I/R
5.3	Finding innovative solutions: Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.	A/I/R
5.4	Embracing change: Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	A/I/R
5.5	Using resources: Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the Trust and impact of decisions on this.	A/I/R
5.6	Engaging with the big picture: Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust and each Academy are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them.	A/I/R
5.7	Developing self and others: Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust.	A/I/R
5.8	Working with people: Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.	A/I/R
5.9	Achieving results: Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.	A/I/R

Key to abbreviations:

AF Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification,

OT Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.