



**TRC**  
THOMAS ROTHERHAM COLLEGE

## Student Services Manager

Closing Date: Friday 7 July at noon

Interview Date: Thursday 13 July

<b>Responsible to:</b>	Assistant Principal – Behaviour & Attitudes
<b>Responsible for:</b>	Student Services
<b>Salary:</b>	Inspire Support Band H FTE salary is £33,024 to £35,744
<b>Working hours:</b>	37 hours per week, all year worker

Inspire Trust is a Multi Academy Trust based in Rotherham which also includes Oakwood High School, Sitwell Junior School, and Thomas Rotherham College.

Reporting to the Assistant Principal – Behaviours & Attitudes, the postholder will manage and co-ordinate the work of core student-facing services. They will liaise appropriately and professionally with colleagues and external agencies to ensure the growth and maintenance of efficient and effective support services for all students.

We offer a positive working environment, we care about our learners, and we care about our staff, all of whom know and appreciate that. The successful candidate will have the opportunity to be part of this, contributing to this culture and developing it further.

As a Trust we are truly community based and committed to developing a set of shared values through every aspect of our work. These values are the development of respect, responsibility, resourcefulness, resilience, reflection, risk taking and relationships.

Applicants are required to apply via our online application form which is available on our website:

<https://www.inspiretrust.uk/vacancies/trc-vacancies/>

PLEASE NOTE we operate Safer Recruitment and we do not accept CVs or CV attachments, all applicants must complete an application form in full.

Inspire 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. The Trust is an equal opportunities employer and operates a no smoking policy in all its workplaces. We undertake to make any reasonable adjustments to a job or workplace to counteract any disadvantages a disabled person may face.

Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, right to work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.



**Inspire Trust is committed to...  
Educational Social Responsibility  
We are committed to a value led  
educational provision.**

Inspire Trust is an organisation driven by a desire to provide a truly outstanding and inspirational educational experience for all its pupils and students. Underpinning this aspiration, is an equal commitment to being a wonderful place to work and a valued and impactful community asset.

Since its journey began a decade ago, Inspire Trust has worked tirelessly to develop a strong ethos. Together, within this multi academy trust, we will work to inspire learners to achieve, for today, for tomorrow and into the future.

Through a process of engagement and collaboration, Inspire Trust has further developed this ethos, by encouraging each establishment to define their specific purpose in the development of the young people they support:

- Inspiring lives, creating possibilities, shaping futures - Sitwell Junior School
- Inspired to achieve - Oakwood High School
- A tradition of achievement - a future of opportunity - Thomas Rotherham College

Underpinning this ethos, Inspire Trust has embedded a set of common values that are believed in and shared, by the trusts, staff, pupils, and trustees, these are;

***Respect, Responsibility, Resourcefulness, Resilience,  
Reflection, Risk taking and Relationships***



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## Job Description and Person Specification

### Main Purpose of Job

The post holder will co-ordinate, manage and deliver high quality, student support services across college; manage the provision of customer-facing support services to students on site; plan and coordinate administrative procedures and systems, devising ways to streamline processes; provide coaching and guidance to staff, ensuring maximum efficiency; liaise appropriately with other staff, outside agencies, and parents/guardians; and to ensure the maintenance of a supportive and welcoming environment for all students.

The post holder will work in collaboration with a range of staff across the College in the discharge of their duties and will always work within and contribute to the legal, regulatory and policy frameworks of the College and wider Trust. All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all.

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!

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 Service Framework and Development plan where appropriate.



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## Role Specific Duties and Responsibilities 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. Managing Administrative Support for Student Services Teams	A	L	O
Co-ordinating and managing the work of administrative staff in the Student Services team.	✓	✓	✓
Managing arrangements for appropriate college events, including parents' evenings, student induction days, etc.	✓	✓	✓
Manage the collection of student destination information.	✓	✓	✓
Acting as the lead Educational Visits Co-ordinator, ensuring that all extra-college excursions comply with statute.	✓	✓	✓
Working alongside the CIS Manager to ensure information systems respond flexibly to emerging needs, including the management and planning of administrative arrangements for the student enrolment process and student induction days	✓	✓	✓
2. Managing the Provision of Welfare and Benefits Support for Students	A	L	O
Disseminating accurate and timely information on student welfare and benefits to students as appropriate.	✓	✓	✓
Promote and manage the student bursary.	✓	✓	✓
Manage free college meals.	✓	✓	✓
Managing the college's bus services by co-ordinating with local providers, to ensure an efficient and affordable service	✓	✓	✓
Advising the Assistant Principal – Behaviour and Attitudes on student welfare and benefit issues.	✓	✓	✓
Provide frontline support for students raising safeguarding concerns and co-ordinating with members of the Safeguarding team to ensure appropriate support is secured in a timely manner.	✓	✓	✓



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3. Managing Main Site Reception Services	A	L	O
Line management of main Reception staff, ensuring the main college reception area is effectively staffed and that a high-quality reception service is available at appropriate times.	✓	✓	✓
4. Educational trips/visits and on-site activities	A	L	O
Manage and oversee the process for organising and costing educational trips and visits and on-site activities, including the Evolve+ system.	✓	✓	✓
5. Liaison and Networking	A	L	O
To liaise and network with appropriate external agencies concerned with student welfare, advice, and benefits.	✓	✓	✓
To act as the first point of contact for parental enquiries to Student Support and to liaise appropriately with parents, guardians, and carers.	✓	✓	✓
To liaise and network with staff in other schools and colleges as appropriate.			
To represent the Student Services Team at the college's Leadership of Professional Services (LOPS) meetings	✓	✓	✓
6. First Aid Provision	A	L	O
Lead on the organisation and administration of First Aid provision across the College	✓	✓	✓
Produce an annual First Aid report for SLT and governors	✓	✓	✓
7. Other Duties			
Ensuring a warm and welcoming supportive environment in the Student Services area.			
Participating appropriately in the college appraisal system, line managing other members of the Student Services team.			
Any other duty or responsibility that might reasonably be required by the Principal.			



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8. Generic Duties and Responsibilities	A	L	O
Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.	✓	✓	✓
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).	✓	✓	✓
Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.	✓	✓	✓
Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.	✓	✓	✓
Establish constructive relationships and communicate with others (inside and external to the Trust).	✓	✓	✓
Organise and support Academy and Trust events as requested.	✓	✓	✓
Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.	✓	✓	✓
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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## Person Specification

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.

Key to abbreviations: MoA Method of Assessment, AF Application Form, R References, I Interview, CQ Certificate of Qualification, OT Occupational Testing, DBS Disclosure and Barring Service Check.

1. Qualifications / Training / Experience	Essential	MoA
GCSE A*-C (or new equivalent) in Mathematics, English.	✓	AF / CQ
Hold an Administrative Management Qualification at level 5 or above or an equivalent Administrative Qualification (or an equivalent related qualification at this level).	✓	AF / CQ
Relevant and recent experience in an administrative role.	✓	AF
Be able to evidence organisational, leadership and administrative skills and experience at an appropriate level to the post.	✓	AF / I / R
2. Skills and Aptitudes	Essential	MoA
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 / I / R
Ability to relate well to and respect a range of stakeholders always including staff / pupils / students and act as a role model.	✓	AF / I / R
The ability to work within recognised procedures and respond to unexpected problems and situations positively and proactively.	✓	AF / I / R
Be able to evidence the following skills and experience to a high standard: numeracy, communication, organisational, leadership, administrative, IT and data.	✓	AF / CQ / I / R
Ability to deal with confidential and sensitive information with tact and discretion always applying data protection and data sensitivity principles.	✓	AF / I
3. Mandatory Requirements	Essential	MoA
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
Education posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bind overs must be declared on the application form or provided in a sealed envelope addressed to the Principal. The 2013 amendments to the Act allow that minor spent convictions, cautions or bind overs do not need to be declared.	✓	AF / R
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



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4. Physical Requirements	Essential	MoA
Health and physical capacity for the role.	✓	I / R
A good attendance record in current employment, (not including absences resulting from disability)	✓	I / R

**5. Effective Behaviours**

- 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.
- 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.
- 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.
- Embracing change:** Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.
- 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.
- 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.
- 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.
- 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.
- Achieving results:** Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.





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

Inspire Trust is committed to providing a safe, secure and supportive environment for all members of staff to support their wellbeing, built from effective relationships. As part of our Staff Wellbeing Strategy, we have contracted with the Education Support Partnership, and they provide us with an Employee Assistance Programme to support all staff on a range of issues. Our recent Staff Wellbeing survey shows that we are in the top 10% of educational providers in the country in respect of how our staff view their wellbeing experience at work (all ratings are out of 5). We will continue to work with our staff body to improve and ensure that we remain a really good place to work, in line with this ethos the Trust became an Accredited Living Wage employer as of September 2022.