

Job Description

Job Title	Trust Administration Manager
Responsible to	SAF Governance and Operations Director
Pay Grade	BBU9 SCP 24-27
Hours	37 hours per week, term time + 10 additional days + 5 CPD days (with flexible working for meeting attendance)

Purpose of the role:

- To provide executive level personal assistant support to core team members
- To provide professional communications to all stakeholders & external parties
- To be highly organised and efficient to ensure regulatory practices and processes are robust & effective

Key areas of responsibilities

- Manage SAF feedback mechanisms, reporting recommended improvements to SAF operating practice to deliver better outcomes for students;
- Ensure the Trust puts the needs of its children at the heart of all activity, developing a thorough understanding of their needs and expectations;
- Manage communication between all governance & leadership layers of SAF including the organization and delivery of collaborative events for Members, Trustees, staff, Committees & other stakeholders;
- Manage new governance appointments, induction & training functions, succession planning, recruitment processes and associated advertising activity;
- Manage relationships & SLAs with external providers of service to the Trust & providing monitoring reports on performance;
- Monitor SAF social media presence – ensuring highest level of quality assurance applied to all posts, events & adverts;
- Work with the core team to provide effective promotion, marketing and advertising materials & campaigns for the Trust and specific areas of focus within budget;
- Manage compliance with safeguarding procedures for all visitors to Professional Services;
- Manage compliance with regulatory and inspection requirements in relevant areas of responsibility;
- Organise & advertise teaching & learning opportunities, development opportunities & training as required;
- Undertake Trust school admissions consultations within remit of statutory obligations as directed;
- Have responsibility for production of Trust external publications e.g. Annual Report & newsletters;
- Manage all records for the Trust Board and committees, ensuring records are kept for public inspection as appropriate;
- Maintain a list of trustees and governors with their terms of office;
- Maintain all records relating to Declarations of Pecuniary Interest for the Trust;

- Ensure that meetings take place at the right time and frequency to meet requirements of Articles and Funding Agreements; ensuring they take place in a logical order and mapping decisions that are legally required;
- Ensure that all SAF websites are compliant with publishing requirements;
- Ensure Trust policies meet statutory & regulatory requirements;
- Ensure policy review schedule meets statutory obligations and has appropriate and robust review mechanisms;
- Ensure all filings with Companies House, GIAS & Charity Commission meet statutory obligations;
- Initiate and maintain strong productive relationships with external partners to improve outcomes for students;
- Manage Trust data protection processes & compliance monitoring;
- Ensure SAF Complaints Process is engaged with appropriately by staff, & that timeframes for each stage are met & communicated effectively;
- Organise the SAF annual calendar, meeting & governance schedules and communicate these effectively;
- Maintain all records & users of GovernorHub and other associated databases;
- Produce agendas, reports & clerk meetings and circulate minutes as required, ensuring all action points are followed up;
- Maintain, update & produce reports & action monitoring on the SAF Risk Register;
- Provide diary management, personal assistant and administration support to all core team members;
- Maintain holiday, additional payment & TOIL records of all Professional Services staff;
- Provide high levels of confidentiality at all times;
- Design and manage appropriate administrative systems to improve efficiencies across the Trust;
- Maintain a professional office environment and promote good relationships with staff;
- Comply and assist with the development of policies and procedures relating to child protection, safeguarding, health, safety and security, confidentiality and data protection and all other policies across the Trust;
- Act as first point of contact for Trust administrative matters;
- Produce documents, manage databases and spreadsheets and provide reports, as requested, to a high standard and within agreed timescales;
- Undertake general office duties, such as filing/archiving, telephone answering, reception and reprographics services;
- Provide high quality external and internal communications, checking quality and accuracy and ensuring that information is produced on time and in accordance with Trust policy and branding;
- Undertake professional development and performance management as required;
- Ensure work, communications, appearance & approach conforms to the values and expectations of the Trust;
- Organise meetings, events, teaching & learning activities, training & CPD for Trust staff.
- Keep accurate records & recording feedback of all Trust provided activities to improve uptake & quality. To include booking rooms & refreshments as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and the post holder will be expected to comply with any reasonable request to undertake work of a similar level that is not specified in this job description.

January 2020

Job Holder	
Date	
Line Manager	
Date	

Sharnbrook Academy Federation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Person Specification: The following areas of assessment should be addressed when considering your application. They will be assessed as follows: Interview, Letter of Application and References. Please consider this carefully when completing your application form and the accompanying letter of application.

Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Educated to GCSE level (min 5/ Grade C in English and Maths) • Full driving license and ability to work flexibly across sites 	<ul style="list-style-type: none"> • Educated to A level standard • Relevant vocational qualifications (ICSA, NVQ4 Business Administration)
Knowledge & Experience		
	<ul style="list-style-type: none"> • Relevant senior level administration experience • Relevant senior level personal assistant / secretarial experience • Previous supervisory /line management experience • Experience of developing, monitoring and maintaining effective systems, processes & procedures • Experience of working collaboratively, ideally within a central services model • Experience of ensuring compliance with regulatory requirements • Experience of using Microsoft 365 software effectively • Experience of using and interpreting data/information systems, spreadsheets and word processing • Experience of managing customer service expectations • Experience of managing customer complaints 	<ul style="list-style-type: none"> • Relevant experience in school/Trust administration • Experience of child protection & safeguarding issues • Knowledge & experience of first aid • Experience of giving advice and guidance to senior staff & Board trustees • Experience in project management
Skills & Abilities		
	<ul style="list-style-type: none"> • Ability to relate to adults and children • Ability to communicate professionally (written & face to face) with a range of stakeholders • Ability to make decisions and solve problems • Ability to be 'customer focused' and provide a high quality service for children, parents, and other stakeholders • Ability to prioritise effectively & respond quickly to changing situations • Ability to understand, interpret, devise and follow systems, policies and procedures, and ensure effective dissemination to others 	<ul style="list-style-type: none"> • Strong management skills

	<ul style="list-style-type: none"> • Ability to organise workload and support others • Ability to use initiative and problem solve • Excellent numeracy & literacy skills, able to interpret and analyse data 	
Personal Qualities		
	<ul style="list-style-type: none"> • Demonstrates tact and sensitivity; assertive where appropriate • Takes pride, ownership and responsibility for resolving issues • Resourceful, proactive and resilient; ability to remain calm under pressure and provocation • Highest standards of honesty and integrity • Flexible, pragmatic and adaptable • Hardworking and conscientious; sets high standards for self and others • Energy, vigour and perseverance • Demonstrates collaborative working with others as well as able to use own initiative • Sense of humour 	

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