

# CHARTERS SCHOOL

## JOB ACCOUNTABILITIES

<b>Job Title:</b> HR and School Services Manager	<b>Job number / Grade</b> Grade 7
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### JOB PURPOSE

To Lead the HR and administration services of the school and secure excellent achievement and progress of all students by providing high quality, accurate and timely administrative and Human Resources support.

### SCOPE OF JOB (Budgetary/resource control, impact)

- As a senior member of associate staff contribute to the overall leadership and management of the school and to be proactive in supporting an ethos that recognizes and celebrates success and promotes high expectations and aspirations.
- Able to authorise expenditure according to delegated authority.
- Represents the school professionally and in keeping with its ethos in all relationships.
- Operates in an environment where the volume of work is high and conflicting priorities have to be effectively managed and limited resources efficiently allocated.
- Will have access to confidential information, which must be dealt with discretely.

### POSITION WITHIN UNIT STRUCTURE

Reports to Business Manager  
Manage, supervise and appraise up to 8 staff

### KNOWLEDGE, SKILLS & EXPERIENCE

5 good GCSEs inc. English & Maths at Grade C or above (or equivalent).  
Educated to degree level desirable.  
Excellent excel and word processing skills.  
Has a CIPD Level 5 qualification (desirable) or suitable Human Resources experience.  
Working in a Human Resources role.  
Dealing with difficult and sensitive situations in a diplomatic and professional manner.  
Good interpersonal and listening skills and able to communicate effectively both orally and in writing.  
Supervision and management of staff.  
Handling sensitive personnel situations appropriately.  
Working confidentially.  
Working with children or young people.  
Supervising, coaching and supporting colleagues.  
Carrying out recruitment and interviewing process.

### JOB ACCOUNTABILITIES

#### HUMAN RESOURCES MANAGEMENT

- In liaison with the school's HR Advisors to provide a comprehensive source of HR support and information relating to: employment and industrial relations legislation; conditions of service; contracts of employment; appointment and dismissal procedures.
- School lead on all HR issues including, casework investigations/discipline/attendance/capability/grievance, retirement (ill health/redundancy), seeking specialist legal advice when required.

- Carry out investigations including acting as the Investigating Officer, writing investigation reports or minuting investigation meetings led by other members of Leadership team.
- Take notes and minutes at confidential HR meetings and work with the HR Administrator to prepare all relevant documentation.
- Plan, manage and coordinate all recruitment activities using My New Term, liaising with other staff where necessary including SLT, HR Administrator, Head's PA, Hiring Managers.
- Ensure the provision of appropriate and correct contract details, supporting the HR Administrator where required.
- Develop and manage an in-depth Induction programme which is fully completed by new staff adhering to the Induction Policy.
- Monitor and advise on probation process and action where concerns raised. Issue Employment Confirmation letters.
- Foster good relationships with staffing agencies.
- Responsible for the accuracy of the single central record ensuring it is up to date and accurate. Liaising closely with the Designated Safeguarding Lead.
- Leading on the effective management of sickness absence – including meeting with and supporting staff in relation to maternity, paternity, sickness absence, return to work and risk assessments, occupational health and any other matters.
- Oversee Every HR ensuring the accuracy of information and championing its use.
- Liaise with the Business Manager and Accounts Manager regarding all staffing changes.
- Provide support and advice to all staff on HR issues and queries e.g. payroll, pensions, holiday entitlement, contract queries etc.
- Advise Trustee Committee on HR and statutory guidance in relation to the annual pay recommendations for teachers and support staff on performance related pay and action their recommendations.
- Oversee and approve training for all Associate Staff, including the monitoring of Every HR to ensure training is completed in a timely manner.
- Lead on the appraisal process for all Associate Staff, ensuring appraisals are meaningful and completed by Line Managers in a timely manner.
- Advise and assist in the review of Job Descriptions liaising with the school's external HR provider where required.
- Review, update and develop policies in relation to all HR matters.
- Ensure HR records are accurate and up-to-date and managed in line with the school's Privacy Notices, Data Protection Policy and GDPR.
- Prepare annual statutory returns as required including submitting the annual work force census.
- Carry out or ensure exit interviews are carried out for leavers and collate the information.

**ADMINISTRATIVE SERVICES MANAGEMENT**

- Lead the management of the administrative services of the school to ensure outcomes are of high quality and an effective and efficient service is provided at all times.
- Act as Line Manager to designated members of staff.
- Carry out target setting and performance management appraisals of designated staff.
- Provide administration support when necessary to meet the school's requirements.
- Provide a confidential support service to SLT when necessary.
- Ensure school communications are prepared in an accurate and timely manner.

**OTHER**

- Attend all statutory training required to work within a school.
- Take part in the school appraisal process.
- Be aware of and follow all relevant school policies and protocols.
- All duties should be carried out with due regard to the school's Safeguarding, Health and Safety and other school policies and procedures. Remedial action should be taken where hazards are identified. Where hazards are serious report to line manager immediately.
- Participate fully in the life of the school community and to support its ethos.
- Such duties and responsibilities may be updated from time to time to reflect any changes to the school. Only significant additional duties or responsibilities as required by the school will render the grade of the post liable for re-evaluation.

**Post holder signature:** ..... **Name:** ..... **Date:** .....

**Line Manager signature:** ..... **Name:** ..... **Date:** .....