

# Officer Manager Hasting Hill Academy



## Recruitment Pack



[wiseacademies.co.uk](http://wiseacademies.co.uk)

Borodin Avenue, Sunderland, SR5 4NX



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# Message from the CEO

Dear Candidate,

Thank you for your interest in joining WISE Academies. We are a proud and well-respected multi-academy trust rooted in North East England and spread across five Local Authority areas.

The journey of our Trust has been one of growth, achievement and resilience. WISE Academies has a proud track record of school improvement. We have transformed some of the most challenging schools in the country, who serve highly deprived communities, into strong, flourishing schools. These achievements have been recognised nationally which has established our Trust as a trusted, respected organisation.

Our mission is simple yet ambitious: to Inspire Success and Excellence in every child. We help build a solid foundation for lifelong growth and instil in each student the belief that they can achieve any goal they set their mind to. Pupils always come first at WISE Academies, and we are committed to building a legacy of high-performing academies that equip every child to confidently take on the challenges of the wider world.

We are more than just a group of schools; we are a family. At WISE, we believe that our Trust is built not just on shared goals, but on the trusting relationships that unite our staff, pupils, parents, governors, and communities. Our team - the WISE Workforce - is at the heart of our success, and we are committed to attracting and supporting dedicated professionals. We invest in meaningful professional development, identify and celebrate talent, and harness the unique strengths of each team member to propel our Trust forward.

As we continue to grow and look to the future, we are never complacent. Our drive to succeed is relentless, and we are committed to providing every staff member with the resources and support needed to thrive in their roles. At WISE Academies, our central team, leaders, teachers and support staff work hand-in-hand to share best practices and drive exceptional teaching and learning. Our Research School and Early Years Stronger Practice Hub ensure our approaches are current and evidence-informed. If you are inspired by the opportunity to make a lasting impact and align with our vision of excellence, we would be thrilled to welcome you to our team.

Warm regards,

**Zoe Carr OBE**  
CEO  
WISE Academies





## Our Values and Mission

Our values matter to all of us. They underpin the way we work together to provide an excellent education for our pupils. Our values represent the culture we aspire to every day, guiding our judgments, building trust, and helping us to always be 'our best'.



### Integrity

We always do what's right and adhere to our moral and ethical principles whilst working honestly with one another.



### Partnership

We put everything we have into everything we do and work as one team for the benefit of the communities we serve.



### Accountability

We take ownership and responsibility for our work, decisions and actions.



### Trust

We are open, transparent and reliable, continuously learning, doing our best to consistently deliver an excellent education for our pupils.

# Our Schools

As a family of schools, our vision is simple: We shape children's futures through providing an excellent education. Our schools exist and work hard to inspire each pupil to believe in themselves so they experience great success through our commitment to excellence across their educational journey.

Our schools are located across Newcastle, Northumberland, Sunderland, Durham and South Tyneside. We support our schools as individual schools, as well as providing opportunities for schools to come together and learn from other schools within the Trust.

## Eighteen Academies across the North East

**Bothal Academy,** Ashington

**Central Academy,** Ashington

**Croftway Academy,** Blyth

**Malvin's Close Academy,** Blyth

**Morpeth Road Academy,** Blyth

**Bexhill Academy,** Sunderland

**Hasting Hill Academy,** Sunderland

**North View Academy,** Sunderland

**Town End Academy,** Sunderland

**Ashley Academy,** South Tyneside

**Welbeck Academy,** Newcastle upon Tyne

**Esh Winning Academy,** Durham

**St Andrews Academy,** Durham

**Thornley Academy,** Durham

**Adderlane Academy,** Prudhoe

**Prudhoe West Academy,** Prudhoe

**Haltwhistle Academy,** Haltwhistle

**Shaftoe Trust Academy,** Haydon Bridge



## Job Advertisement

| Job Details       |                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------|
| Position          | Office Manager - Permanent                                                                  |
| Location          | WISE Academies<br>Hasting Hill Academy, Tilbury Road, Sunderland, Tyne and Wear,<br>SR3 4LY |
| Salary            | SCP 19 – 22: £27,929 - £29,356 per annum (£33,119 - £34,811 FTE)                            |
| Hours             | 37 hours per week, Term Time plus 2 days (38.4 weeks)                                       |
| Vacancy reference | HH302326 - Please quote this vacancy number when referring to the job.                      |

We're seeking a dedicated Office Manager to join our friendly team, providing essential administrative and operational support, and acting as a vital first point of contact for parents, staff, and visitors. The successful candidate will thrive in a dynamic environment and possess excellent communication and interpersonal skills.

Hasting Hill Academy is a vibrant and welcoming school, proudly supported by a fantastic and collaborative staff team. We are deeply committed to providing the best learning experiences possible, with the children placed at the centre of everything we do. Our fundamental aim is for every pupil to be happy, safe, and achieve their full potential within a community where enjoyment and excellence go hand-in-hand. We provide pupils with a stimulating, knowledge-rich curriculum that is meticulously mapped across all phases, ensuring they acquire the skills needed for their next educational stage. If you aim to inspire confident, independent thinkers and help shape resilient young people with a passion for learning and discovery, we encourage you to apply and join our effective learning community.

### The successful applicant will:

- Have experience of working in a school office (or similar) for at least a minimum of 3 years.
- Be highly organised and able to demonstrate good knowledge and experience of administrative systems.
- Be experienced and confident in the use of ICT.
- Have a working knowledge of financial management.
- Deliver high quality customer service.
- Form excellent relationships with staff, parents and children.
- Be flexible and able to prioritise work to meet deadlines.
- Be thoroughly professional, understanding issues of confidentiality and the need to protect the welfare of children.

### We can offer you:

- The opportunity to be part of a dynamic and passionate team, in the Academy and as part of WISE Academies.
- Exceptionally enthusiastic children and families who love WISE Academy.
- Competitive Salary.
- Local Government Pension Scheme.
- 28 days annual leave.
- Excellent wellbeing package including GP appointments, physiotherapy, counselling and support networks.
- Excellent training and peer support.

- A creative environment that supports and enhances our vision and inclusive ethos.
- An attractive and well-resourced school in the heart of its community.
- A commitment to managing staff workload and well-being at all times.
- Ongoing commitment to your professional development.

WISE Academies safeguards and protects its students and staff by being committed to respond in accordance with Local Safeguarding Board Procedures.

The Trust is committed to safer recruitment and pre-employment checks will be undertaken before any appointment is confirmed. The post is subject to an Enhanced Disclosure Barring Service clearance. The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore will be subject to a criminal record check from the Disclosure Barring Services.

The Trust is an equal opportunity employer and encourages applications from as diverse a group as possible.

WISE Academies will also consider carrying out an online search for all candidates to help identify any potential issues that are publicly available online.

Applicants must have authorisation to work in the UK.

**You can apply online through the North East Jobs Website, go to WISE Academies Jobs and click Apply for Office Manager - Permanent - Hasting Hill Academy\***

**For further details, please see the supporting documents section of this advert. For any queries, please contact WISE Recruitment Team by telephone 0191 7070125 [option 5] or e-mail [recruitment@wiseacademies.co.uk](mailto:recruitment@wiseacademies.co.uk)**

**Please quote the vacancy reference when requesting additional information.**

**Closing Date: 12 noon on Monday 12th October 2026**

**Shortlisting: TBC**

**Interviews: TBC**



# Job Description: Office Manager

## Guidance Notes

WISE Academies is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

| Job Details  |                                                                                        |
|--------------|----------------------------------------------------------------------------------------|
| Salary       | SCP 19 - 22                                                                            |
| Reporting to | Headteacher with regular interaction with the Finance Department                       |
| Job Purpose  | To provide comprehensive general, administrative and financial support to the academy. |

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| Duties and Responsibilities | <p><b>Office Management &amp; Administration:</b></p> <ol style="list-style-type: none"> <li>1. To line manage administrative staff.</li> <li>2. Ensure effective development and performance.</li> <li>3. Take responsibility for all administration; including staff, pupil and governor files and statistics.</li> <li>4. Manage the collection, collation and distribution of all statistical and statutory returns.</li> <li>5. Coordinate the provision of personnel services for all staff.</li> <li>6. Maintain personnel records, including salary assessments, sickness, attendance and holiday records.</li> <li>7. Liaise with Payroll and HR providers on behalf of staff as appropriate.</li> <li>8. Take responsibility for the payment of supply teachers and liaise with supply agencies when necessary.</li> <li>9. Assist with reception duties, answering and dealing with telephone and electronic enquiries. As well as dealing with face-to-face enquiries and signing in visitors when required.</li> <li>10. Respond to complex enquiries, both verbally and in writing, arising from a variety of sources and decide on subsequent action including drafting responses on behalf of the academy, having undertaken appropriate research.</li> <li>11. Assist with administrative support (photocopying, filing, emailing and completion of routine forms).</li> <li>12. Take responsibility for the administration of class registers and the 'school' meal register.</li> <li>13. To open and distribute mail when required.</li> <li>14. Assist in maintaining records, organise meetings and events in the</li> </ol> |
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|                             | <p>academy as directed.</p> <ol style="list-style-type: none"> <li>15. Manage office systems, diaries and provide information/letters to parents and pupils.</li> <li>16. Manage the office machinery, stationery and other office consumables (including maintenance of equipment) are ordered in accordance with purchasing procedures.</li> <li>17. Manage the servicing and repair of academy equipment.</li> <li>18. Manage the security and orderly storage of supplies.</li> <li>19. Manage the development and maintenance of record/information systems both manual and electronic in order to maintain a comprehensive, up to date paper and electronic filing and information system, using standard reports, various software and responding to ad hoc queries, where appropriate.</li> <li>20. Be responsible for the academy's admission and transfer procedures in accordance with current and relevant regulations.</li> <li>21. Assist staff, parents and external bodies to meet the requirements of the academy, arranging events, work experience placements, school nurse visits, eye tests, photographer etc.</li> <li>22. Manage the administration and organisation of 'after school' clubs.</li> <li>23. Collate pupils' reports as required.</li> <li>24. Attend and minute meetings as required.</li> <li>25. Manage the cover for staff with planned or unplanned emergency absence.</li> <li>26. Ensure all safeguarding procedures are in place and adhered to generally, particularly in relation to the Single Central List (Disclosure &amp; Barring Service checklist).</li> </ol> |
| <b>Financial Management</b> | <ol style="list-style-type: none"> <li>1. To be responsible for the day-to-day financial affairs of the academy.</li> <li>2. Ensure that adequate purchasing &amp; payment systems and procedures are in place and implemented (e.g., stock – invoice agreement/ petty cash etc).</li> <li>3. Ensure that cash systems and procedures are in place and implemented.</li> <li>4. Manage the collection and reconciliation of dinner money.</li> <li>5. Reconcile and bank all monies for all academy activity accounts.</li> <li>6. Be responsible for all banking and day to day petty cash.</li> <li>7. Manage dinner registers and free 'school' meal authorisation.</li> <li>8. Monitor the academy budget in line with WISE Academies requirements. This will include the accounting for expenditure or for</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|  | <p>money in the form of cash, cheques, invoices etc. in accordance with WISE Academies procedures.</p> <ol style="list-style-type: none"> <li>9. Monitor the use of the academy purchasing card and to ensure it keeps within its financial limits.</li> <li>10. Document monthly use and reconciliation of the academy purchasing card.</li> <li>11. Support the Principal Finance Officer in the preparation of reports to the Directors and Local Governing Body.</li> <li>12. Attend regular meetings with the Principal Finance Officer.</li> </ol> |
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| <b>Generic Responsibilities</b> | <ol style="list-style-type: none"> <li>1. Assist in ensuring a high standard of customer service to users of the academies.</li> <li>2. Carry out duties in accordance with full regard to the academies policies and procedures.</li> <li>3. Promote and safeguard the welfare of children and young people they come into contact with.</li> <li>4. Be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate person.</li> <li>5. Act in compliance with data protection principles in respecting the privacy of personal information held by the academies.</li> <li>6. Adhere to the academy's policy on equality and diversity.</li> <li>7. Adhere to the academy's code of conduct, child protection and all other related policies.</li> <li>8. Adhere to the academy's health and safety policies and relevant legislation.</li> <li>9. Annual leave must be taken during school holidays.</li> <li>10. Undertake such other reasonable duties as may be required within the academy.</li> </ol> |
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| <b>Other Duties</b> | <ol style="list-style-type: none"> <li>1. Safeguard and actively promote the welfare of children.</li> <li>2. Carry out the duties and responsibilities of the post, in accordance with the Academy's Health and Safety Policy, relevant Health and Safety Guidance and Legislation and the Statutory Requirements of the early years foundation stage.</li> <li>3. Promote and implement the Trust's Equality Policy in all aspects of employment and service delivery.</li> <li>4. Understand and comply with the requirements of all Trust policies, procedures and processes, including the Data Protection Act and Freedom of Information Act.</li> </ol> |
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|  | <ol style="list-style-type: none"> <li>5. Maintain appropriate confidentiality at all times.</li> <li>6. Undertake any training or CPD necessary, or appropriate for the effective discharge of the role.</li> <li>7. Attend relevant school meetings.</li> <li>8. Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.</li> <li>9. Respect the confidentiality of matters relating to learners and other members of staff. The post holder must be aware of and comply with the requirements of the Data Protection Act and Freedom of Information Act.</li> <li>10. Comply with the Academy's Health and Safety policies and procedures.</li> <li>11. Undertake any training or CPD necessary or appropriate for the effective discharge of their responsibilities.</li> <li>12. Comply with the Academy's policies on equality in all areas of activity.</li> <li>13. Undertake such other reasonable duties as may be reasonably required within the Academy.</li> </ol> |
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| <b>Generic Duties relevant to all members of Staff</b> | <ol style="list-style-type: none"> <li><b>1. Working with colleagues and other relevant professionals</b> <ul style="list-style-type: none"> <li>• Communicate effectively with other staff members, and any key stakeholders</li> <li>• Collaborate and work with colleagues and other relevant professionals within and beyond the Trust</li> <li>• Develop effective professional relationships with colleagues</li> </ul> </li> <li><b>2. Professional development</b> <ul style="list-style-type: none"> <li>• Keep personal knowledge and understanding relevant and up-to-date by reflecting on personal practice, liaising with the line manager and identifying relevant professional development to improve personal effectiveness</li> <li>• Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust</li> <li>• Take part in the Trusts appraisal and performance management procedures</li> </ul> </li> <li><b>3. Personal and professional conduct 3</b> <ul style="list-style-type: none"> <li>• Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school</li> <li>• Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality</li> <li>• Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community</li> <li>• Respect individual differences and cultural diversity</li> </ul> </li> </ol> |
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#### 4. The Trust

The Mission Statement of our Trust is **WE** are a family of schools who exist to **INSPIRE** each pupil to believe in themselves so they experience great **SUCCESS** through our commitment to **EXCELLENCE**. Our philosophy is one of boundless aspiration...the sky is the limit. All staff are expected to be committed to this statement in everything they do

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and values

All staff should act with professional integrity at all times, following the "Code of Conduct"

Your base location will be identified in your offer of employment. However, you may be asked to work at any of the other Schools within the Trust and you should expect to travel between sites as required.

#### 5. Teaching and Learning

This is our core principle and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core principle. This may mean undertaking tasks outside of your area of responsibility where required.

#### 6. Collective Responsibility

At WISE Academies we are one team who, together, all commit to achieving our mission. All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders As a WISE Team we always act with **Honesty**, **Integrity** and **Fairness** in everything we do.

#### 7. ICT

- All staff will be expected to utilise ICT and to improve communication and reduce paper use
- Security procedures must be followed when using ICT systems
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

#### 8. Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environments, including information, training and supervision necessary to accomplish those goals.

#### 9. Safeguarding

- WISE Academies is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the

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|  | <p>welfare of children and young people and to follow the child protection procedures adopted by WISE Academies Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead.</p> <p><b>10. Data Protection</b></p> <ul style="list-style-type: none"> <li>• WISE Academies takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach, they must inform the Trust Data Protection officer immediately.</li> </ul> |
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**This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust.**

**The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.**

## Person Specification: Office Manager

| CRITERIA                              | QUALITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Qualifications and training</b>    | <ul style="list-style-type: none"> <li>• Minimum requirements are grade 4 (C) in Maths and English</li> <li>• Level 4 qualification in schools business professional or a willingness to work towards</li> <li>• Experience of working in a busy environment</li> <li>• Experience of financial management</li> <li>• Experience of maintaining efficient and accurate records</li> <li>• Experience of using ICT Microsoft packages, word/excel</li> <li>• Experience of line managing staff</li> </ul>                                                                                                                                                                                                              |
| <b>Knowledge</b>                      | <ul style="list-style-type: none"> <li>• Sound knowledge and experience of administrative systems in a school environment (or similar)</li> <li>• Knowledge of cash handling and banking procedures</li> <li>• An understanding of safeguarding requirements and procedures</li> <li>• Awareness of the need to act in compliance with data protection principles in respecting the privacy of personal information held by the academy</li> </ul>                                                                                                                                                                                                                                                                    |
| <b>Skills and Competences</b>         | <ul style="list-style-type: none"> <li>• Good interpersonal and communication skills (written and oral)</li> <li>• Ability to develop positive working relationships with stakeholders, staff, parents and children</li> <li>• Ability and willingness to work successfully as part of a team within the school and the wider Trust</li> <li>• Ability to demonstrate a positive professional approach and welcoming manner at all times</li> <li>• Ability to ensure that goods and services are procured in accordance with WISE Academies Financial Handbook</li> <li>• Good organisational and time management skills</li> <li>• Ability to work on own initiative</li> <li>• Good attention to detail</li> </ul> |
| <b>Physical and Emotional Demands</b> | <ul style="list-style-type: none"> <li>• Some periods of work –related pressures from deadlines, interruptions or conflict</li> <li>• Willingness to undertake training</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Personal Qualities</b>             | <ul style="list-style-type: none"> <li>• Commitment to uphold the 7 principles of public life (the <a href="#">Nolan principles</a>) at all times</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

### Notes

This job description may be amended at any time in consultation with the postholder.

# Employee Benefits



Access to teachers pension for teaching staff



Access to the Local Government pension for support staff



Generous annual leave, starting at 25 days and increasing to 28 days after 5 years



Flexible work arrangements, appropriate to the role



Employee assistance programme to help with mental health issues or other personal problems



Termly staff recognition awards in every school



Professional development opportunities for all staff: career pathways and professional growth



Wellbeing first: Wellbeing charter, Trust Wellbeing Day, mental health first aiders and carers' leave



Access to Blue Light discount

# Staff Testimonials

We are proud to provide opportunities of growth and progression for our staff. We have a committed People team that ensures every employee has opportunities to thrive. We have employee engagement forums and staff recognition systems in place to make sure all members of staff are heard and know they are valued.



## Katrina DiGirolami

**The Great North Early Years Stronger Practice Hub**

“ WISE Academies has been extremely supportive of my career progression in several ways including professional development opportunities to help me to develop my skills and knowledge further. Learning and development is encouraged, prioritised and celebrated across WISE. ”



## Karina Quinn

**Class Teacher Malvins Academy**

“ I started my journey as a Teaching Assistant with a qualified teacher status with the aim to teach. From the start, I have been mentored by experienced staff, signed up for training to further improve my practice and given opportunities to both tutor small groups and teach in class across the school and I now continue to be supported as I start my role as Class Teacher. ”



## Lindsay Watson

**Trust Business and Projects Officer**

“ Having worked as a primary school teacher for 10 years, when I made the decision to change my career path and move to an administrative role, I wanted the opportunity to continue working within primary education. WISE Academies has allowed me to progress my career in such a role, drawing upon my teaching experience and utilising existing skills whilst also developing new skills and knowledge as part of the MAT's central team as a Business and Project Officer. ”

# Staff Satisfaction

