

Job Description

Post: Senior Administration Manager

Purpose

To challenge educational and social disadvantage in the North.

Duties and Responsibilities

- Live the mission, values and drivers every day.
- Effectively line manage and develop a number of site-based academy administration teams.
- Model high expectations, excellence, positivity, and respect in all aspects of work.
- Model leadership behaviours with confidence and get the very best from direct reports and teams by providing clarity, feedback, coaching and development while continually seeking to enhance performance.
- Be accountable for the achievement of service level agreements within the business services academy administration function and ensure service breaches are minimised.
- Develop and provide service management metrics to assigned academies to ensure that the service delivered is of a high standard and in line with agreed standards.
- Effectively co-ordinate and deploy administrative resources across our academies to ensure service delivery is consistent and in line with service level agreements.
- Drive initiatives to continually identify opportunities that add value across our trust through innovative solutions and improvements.
- Effectively deal with serious complaints or issues with academy administration services and ensure swift resolution and learning is applied to ensure they do not reoccur.
- Maintain and enforce standardised procedures to ensure consistencies in administrative systems, working practices, communications, and service delivery across our academies.
- Collaborate with service relationship managers to identify areas for service improvement, develop action plans, and implement strategies to enhance overall customer satisfaction and operational effectiveness.
- Collaborate with teams within business services to enable effective problem solving and regular feedback to continually improve efficiency and quality of service.
- Identify, evaluate, and support the implementation of automation opportunities to streamline administrative processes, improve efficiency, increase productivity, and enhance overall business performance.
- Lead on business process re-engineering within the business services academy administration function to drive a culture of continuous improvement.
- Compile, analyse and prepare reports, presentations and documentation to effectively communicate findings, trends and recommendations on service delivery and improvement opportunities to stakeholders at all levels.
- Support wider business services projects to support improved service delivery.
- Handle escalated issues from academy administration managers and provide solutions to ensure effective resolution.
- Assist in the recruitment and onboarding of academy administration staff, coordinating with relevant stakeholders.
- Engage fully in our trust's professional growth process to fulfil personal potential and be able to participate effectively in the implementation of our trust's strategic big moves.
- Attend meetings / training and carry out administrative tasks and duties as specified on our trust calendar.
- Consistently implement all trust policies and contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a designated safeguarding lead.
- Carry out any other reasonable duties as requested by the executive director: business services.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.