



Northern
Lights

LEARNING TRUST

**OFFICE MANAGER AT
BENEDICT BISCOP CE ACADEMY**

**APPLICATION
PACK**



Northern Lights



We are a Multi-Academy Trust currently comprising 12 schools – primary and secondary – and over 4,600 children and young people in an area stretching from Teesside through to Wearside.



We are a Teaching School Hub, one of 87 DfE centres of excellence for teacher training and development, focused on some of the best schools and multi-academy trusts in the country.



We are an Early Years Stronger Practice Hub, set up by the DfE to provide advice, share good practice and offer evidence-based professional development for early years practitioners.



We provide Initial Teacher Training, a school-based learning opportunity where you will train in a highly personal, supportive and creative environment, with purpose and challenge at the heart of it all.

OUR SCHOOLS



Benedict Biscop CE Academy
Sunderland



Dame Dorothy Primary School
Sunderland



Firthmoor Primary School
Darlington



Grange Primary School
Hartlepool



Hart Primary School
Hartlepool



Holley Park Academy
Washington, Sunderland



Ian Ramsey CE Academy
Stockton-on-Tees



St Aidan's CE Academy
Darlington



St. Helen's Primary School
Hartlepool



St. Peter's Elwick CE Primary School,
Hartlepool



Tilery Primary School,
Stockton-on-Tees



Venerable Bede CE Academy
Sunderland

Every Northern Lights school has its own values and its own vision and that's really important to us because all of our schools are there to serve our community but equally, our Trust is there to serve each other.

We do that with humility and with an openness because at Northern Lights it's not all about the academic – that is really important to us – but we know, as a Trust, we are successful if we have ensured that in an holistic way our children and young people have had every opportunity to experience, to flourish, to thrive, to understand the wonder and the joy of the world around them.

– Jo Heaton OBE, Chief Executive, Northern Lights Learning Trust



Welcome from the CEO

Thank you for your interest in the position of Office Manager within Northern Lights Learning Trust.

We are a growing Multi-Academy Trust that is currently made up of 3 secondaries and 9 primaries across Wearside and Teesside, with our central offices based in Seaham. We educate over 4600 pupils and employ over 700 members of staff and serve a diverse range of schools and communities. Each of our schools have their own individual ethos, values and vision, which sit together as part of our Northern Lights vision of 'Shining Together and Stronger Together'. As a CofE MAT, our schools are a mixture of Church and non-Church schools that range in size and levels of disadvantage. We see this diversity as a real strength to learn from and work with each other.

As a Multi-Academy Trust we are at the heart of the current educational landscape, as a designated DfE Centre of Excellence as a Teaching School Hub and DfE Early Years Hub, responsible for teacher development across all ages and phases of education, working with over 300 schools. We are collaborative in our approach and value professional development highly in all we do.

We are looking for someone whose values align with us as a Trust and has the drive and ambition to work collaboratively to provide the best opportunities and outcomes for our young people.

We look forward to receiving your application.

Yours faithfully

Jo Heaton OBE
Chief Executive Officer

Welcome from the Headteacher



Thank you for your interest in our current vacancy at Benedict Biscop C.E. Academy.

Benedict Biscop CE Academy is a popular and oversubscribed school, with increasing numbers on roll, following a school expansion and increase in PAN in recent years. At Benedict Biscop C.E. Academy, we are committed to providing the highest quality education and we are continuously striving to improve and innovate in order to deliver the best possible educational experiences to our pupils.

The school is currently rated outstanding by Ofsted and SIAMS and we are the lead primary school in the Northern Lights Teaching School Hub, who deliver National Professional Qualifications, the Early Career Framework and Initial Teacher Training (ITT) across the region. Additionally, we are honoured to serve as the lead school for the Northern Lights Early Years Stronger Practice Hub, recognised for our outstanding EYFS provision. Being part of a strong growing trust, we offer numerous opportunities for collaboration, professional development, and the chance to work across multiple phases of education.

Our strong Christian ethos underpins everything we do, and we firmly believe in educating the whole child. Our school vision, With God, all things are possible, permeates our approach to education and pastoral care.

We are looking for passionate individuals who share our values and are dedicated to making a positive impact on the lives of young people. If you are enthusiastic, innovative, and committed to providing an exceptional learning environment for children, then we would love to hear from you.

Please find attached further details about the vacancy we currently have available. If you would like to discuss the role in more detail or visit the school, please do not hesitate to get in touch.

Kindest regards,

Sarah Armstrong
Headteacher

Office Manager

Permanent position required as soon as possible from the 20th April
2026 at Benedict Biscop CE Academy

Full time, Permanent Position

NJC 21-25 (£33,143 - £36,363)

37 hours per week, all year round (working weeks can be negotiated)

Do you ...

- have exceptional organisational skills with the ability to prioritise a busy and varied workload
- have strong communication skills with a range of stakeholders
- have experience of working in a fast-paced office environment
- work well as part of a team
- show willingness to contribute to school life outside of the classroom
- have a commitment to safeguarding and promoting the welfare of children
- have confidence using a wide range of ICT programmes

If so, we would really welcome your application.

In return you will receive:

- A supportive working environment that puts people at the heart of the organisation
- The opportunity to work as part of a growing Trust and shape this role
- Continuous professional development
- A range of Trust initiatives that improve wellbeing. Current initiatives include an annual wellbeing day.
- National Terms and Conditions of Employment
- Teachers' Pension Scheme/ Local Government Pension Scheme

Employee welfare and benefits package including:

- 24-hour GP access
- Nurse support service
- Mental health services, including stress management, mental health first aid training and bereavement support
- Free Flu vaccinations
- Counselling Services
- Physiotherapy
- Financial wellbeing coaching
- Maternity and Paternity support
- Menopause support
- Access to useful wellbeing resources
- Cycle to work scheme
- Lifestyle savings including discounts on shops, food and drink and days out

CLOSING DATE:

Applications must be received by: Monday 30th March 9am

Shortlisting will take place on: week commencing 30th March

Interviews will take place on: week commencing 30th March

HOW TO APPLY:

Completed applications should be sent to Danielle Maddison, Office Manager at danielle.maddison@nllt.co.uk or if you prefer you can submit via post to Benedict Biscop CE Academy, Marcross Drive, Sunderland, SR3 2RE.

Applications will only be considered on receipt of an application form, CV's and other forms of application will not be accepted. For further information, or if you would like to arrange a visit to the school, please contact us on 0191 5947033, option 1.

Details of the school can be found on the school website here:
www.benedictbiscopacademy.co.uk

JOB DESCRIPTION

Post: Office Manager

Responsible to: Head, Governors, Board of Directors

Responsible for: Staff and resources within their school

Salary band: NJC 21-25

Effective from 20th April 2026

Job Purpose:

- Manage whole administrative function of the school office, premises and resources, ensuring appropriate line management of and delegation to site and admin staff.
- Lead on the administration of the schools' finances in accordance with Trust procedures.
- Provide efficient, and effective customer services to a range of stakeholders.
- Lead efficiency within the administrative function of the school.

Key Responsibilities:

- Role requires working with a team
- Role requires attendance at any training courses relevant to the post, ensuring continuing, personal and professional development.
- Role requires the post holder to present self as a role model to pupils and other team members in speech, dress, behaviour and attitude, in keeping with the Trust vision and values.

Administration:

- Lead MIS, procedures and policies including emails, phone calls, messaging services, social media, school website, school calendar etc, in a timely manner to support the Head.
- Line management of other administrative staff and site staff, carrying out their annual performance review and arranging for appropriate training.
- Lead on the organisation and compliance of service contracts, school licenses and Educational Mutual (insurance)
- Liaise with IT provider regarding ICT systems to ensure they remain up to date and secure
- Responsible for completion and submission of forms, returns etc., including those to outside agencies [e.g., Census, ESFA etc.] ensuring MIS is up to date.
- Creating a welcome, friendly customer service– answering first stage queries and escalate where necessary.
- Provide hospitality to visitors and for meetings held in school where needed. Provide appropriate help throughout the day including break and lunchtime monitoring and pre/post school activities as directed by the Headteacher.

- Provide pastoral care and support to sick and injured children taking appropriate action as necessary ensuring parents and school staff are fully informed of incidents and accidents and ensuring procedures are followed.
- Support with the maintenance of asset registers and logs of all IT equipment, peripherals, repairs and upgrades
- Liaise with / Monitor site staff liaison with contractors to ensure all work carried out is to a high standard and in line with requirements
- Deal with first stage enquiries from staff, pupils, parents, local authority, the public and other parties to support the Headteacher.
- Work closely with the Headteacher to support with operational nonteaching functions of the school.
- Provide administrative support to the Headteacher regarding school led policies.
- Administration of the school GIAS, governor recruitment and website updates.
- Oversee lettings of the school buildings and grounds, escalate where appropriate to Head.
- Organise administration of educational visits and residentials.
- Support the Headteacher with admin of the school's risk register to keep it up to date
- Support the Headteacher to ensure the school's data protection is maintained. Attend relevant training and carry out in accordance with data protection procedures
- Lead on the administration of admissions processes to inform governor decisions

Finance:

- Lead the day to day monitoring of the school's delegated budgets to include working closely with the Headteacher in agreeing and setting the budget.
- Evaluate and produce termly reports verbally, manually and electronically, for the local governing body which enable effective self-evaluation, providing value for money.
- Lead day to day administration of financial resources i.e. accounting for, reconciling and security of all money (cash, cheques and online payments, debt) received into school for all income streams, future and present, e.g. school meals, educational visits, donations, extended services, wraparound care, uniform, etc.
- Ensuring ordering, delivery and payment procedures are followed in line with the Academy Finance Handbook, recording all transaction on financial systems and using online banking services to make payments.
- Ensuring all income and expenditure is recorded, banked/paid and reconciled in a timely manner in accordance with the Academy Finance Handbook and Financial Regulations.
- Ensuring all records are completed at the month end, in line with specified deadlines from the Chief Finance Officer
- Carrying out financial processing of expenditure and income within the financial programme and paper records kept and updated regularly for Main School Budget and all school funds.
Ensure reconciliation of the online parent payment system and input of associated transactions.

- Attend budget half termly with the Headteacher and central finance officer to determine sustainability.
- Ensure efficient recording of school meals, monitoring income and expenditure and reporting as required to the central team.
- Determine best value SLA's, working with the SLT, COO & CFO, and submit SLA agreements
- Source quotes for work needed, ensuring best value for money.

Human resources:

- Provide assistance to the Headteacher and Chief Operating Officer, with arrangements for school staff appointments up to SLT posts, (Preparation of recruitment packs, shortlisting, interview processes, and pre-employment checks and liaising with central HR team to obtain contracts).
- Accurate and timely payroll administration including changes, overtime claims, expenses claim etc.
- Ensure Single Central Register is kept up to date and compliant
- Support the Head to ensure cover for absent staff, monitoring absence and leave of absence requests along with administration of return-to-work processes.
- Co-ordinate documentation for Line managers to carry out induction, appraisal, training and mentoring for Staff. Responsible for carrying out these tasks for own team.
- Undertake administrative duties in relation to the school's attendance management procedures. Regularly advise and report to the Head to ensure absence levels are monitored and addressed.
- Act as first point of contact for staff HR and payroll queries escalate to central team.
- Manage, maintain input and ensure compliance of school-based MIS systems including EVERY, Neo and National College.
- Policy administration and compliance monitoring on Every HR system

Health and Safety:

- Ensure the health and safety policy is implemented at all times, escalating concerns to the Headteacher and the Chief Operating Officer.
- Manage the administration of health and safety for the school, including risk assessments e.g. security breaches, accident records, asbestos awareness, fire safety
- Act as Fire Warden when on site.
- Oversee 'EVERY' system ensuring compliance in all areas
- Promote lettings and the safe use of premises.
- Monitor, with the support of site staff those on site to meet safeguarding, maintenance and security requirements of school buildings.

Responsible for ensuring of regular maintenance, fire checks and follow-up actions.

- Organise and manage external contractors, in liaison with site staff, whilst on site undertaking improvements, developments and maintenance, and ensure work is completed to the required standard
- Support the Headteacher to carry out all people related risk assessments to ensure safe working practices.
- Responsible for accident reporting, organisation and compliance of systems and processes.

Other Duties

- Carry out any other duties commensurate with the role that the Headteacher may direct from time to time.
- Participate in the Performance Management system for the appraisal of own performance.
- Evaluate and produce termly reports verbally, manually and electronically, for the local governing body.

Additional responsibilities – the post holder must:

- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people, staff and volunteers;
- Demonstrate a thorough understanding of safeguarding and safer recruitment policies and procedures, and their application within an educational setting/environment;
- Act in compliance with data protection principles in respecting the privacy of personal information held by the Trust;
- Comply with the principles of the Freedom of Information Act 2000 in relation to the management of Trust records and information;
- Carry out their duties with full regard to the Trust's Equal Opportunities Policy, Code of Conduct - Staff Behaviour Policy, Child Protection Policy and all other Trust Policies;
- Comply with the Trust Health and Safety rules and regulations and with Health and Safety legislation.

PERSON SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
APPLICATION FORM	1. Completed application form		Application
QUALIFICATIONS	2. GCSE C or above in Maths and English (or equivalent)	3. NVQ level 4 in Business or Finance (or equivalent) or commitment to working towards. 4. Further qualifications in IT 5. Current valid driving licence and appropriate car insurance for business use 6. Willing to attend relevant training including recruitment, safety and safeguarding 7. GDPR Training by an external provider	Application
EXPERIENCE	8. Experience in managing and reporting on budgets 9. Experience of establishing and maintaining financial systems 10. Experience of establishing and maintaining information-based systems 11. Experience of being an effective	14. Experience of data analysis. 15. Previous experience of planning, developing and monitoring admin support systems.	Application Interview References

	<p>member of a team and accountability for managing staff</p> <p>12. Evidence of using initiative to effect change</p> <p>13. Working within an admin setting in a School.</p>		
<p>SKILLS AND KNOWLEDGE</p>	<p>16. A working knowledge of a MIS system e.g. SIMS/Arbor</p> <p>17. A working knowledge of Finance system e.g. FMS/PS Financials</p> <p>18. Thorough knowledge of Microsoft Office</p> <p>19. Knowledge of accounting and banking procedures</p> <p>20. Ability to manage the finances of the school, analyse information and report this information to the governing body, offering solutions</p> <p>21. Excellent ability to communicate verbally and in writing with a wide range of stakeholders both internal and external</p>	<p>28. Experience of stock monitoring and maintaining inventories</p> <p>29. Knowledge of Health and Safety requirements in Schools including Fire Safety.</p> <p>30. Knowledge of website maintenance</p> <p>31. Knowledge of Government funding streams i.e. pupil premium, sports premium and 3- year-old funding</p> <p>32. Knowledge of School policies and procedures</p>	<p>Application Interview Certificates</p>

	<ul style="list-style-type: none"> 22. Organisational skills 23. Problem solving, negotiating and decision-making skills. 24. Ability to multi-task, manage own time and that of the team effectively and work to deadlines, prioritising where necessary 25. Excellent Literacy and Numeracy skills 26. Knowledge of safeguarding. 27. Willingness to undertake further training 		
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> 33. Ability to create a friendly welcoming atmosphere for all visitors to the school 34. Ability to listen sensitively and deal with people in a sympathetic and tactful way 35. Professional, positive and flexible approach to work 		<p>Application Interview References</p>

	<p>36. Ability to use initiative in a fast-paced office environment</p> <p>37. Ability to work to tight deadlines under pressure</p> <p>38. To uphold confidentiality at all times</p> <p>39. Enthusiastic and self-motivated</p> <p>40. Ability to work alone and lead a team</p> <p>41. Ability to work with a range of professionals</p> <p>42. Understanding and a commitment to equal opportunities for children and adults</p> <p>43. A caring attitude towards pupils, colleagues and parent and the ability to establish and maintain good relationships</p>		
<p>OTHER</p>	<p>44. Recommendation from both referees</p> <p>45. Fully enhanced DBS clearance with children's barred list check</p>	<p>46. Strong recommendation</p>	<p>References DBS certificate</p>

References:

References will be requested prior to interview, unless there are exceptional circumstances, and the applicant does not give consent to do so on the application form. Please contact us to discuss further if you do not consent.

DBS:

Northern Lights Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.**Safeguarding:**

Northern Lights Learning Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Everyone who comes into contact with children and their families and carers has a role to play in safeguarding children. To fulfil this responsibility effectively, all professionals should make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

Pre-employment occupational health:

Pre-employment occupational health checks are an essential part of the selection and recruitment process to assess if any reasonable adjustments are required. In some circumstances, an appointment with Occupational Health may be required to assess fitness for the role.

Equal opportunities:

Northern Lights Learning Trust are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community. Applicants with disabilities will be granted an interview if the essential job criteria are met.

Artificial Intelligence and Recruitment at Northern Lights Learning Trust

Northern Lights Learning Trust is committed to embracing innovation while maintaining fairness and integrity in our recruitment processes. We recognise that candidates may choose to use AI tools to support the preparation of their applications. While this is acceptable, we expect all submissions to reflect the applicant's own experiences, values, and suitability for the role and it is essential that AI is used appropriately.

AI must not be used to:

- provide misleading or false information at any stage of the application journey
- inflate or invent qualifications, skills or experience
- complete assessments as part of the recruitment process
- create generic responses and copy them into your application

If you have any questions about the use of AI in your recruitment process with us, please email: hradmin@nllt.co.uk