



Primary Support Officer

Candidate Pack





Dear Candidate

Thank you for your interest in the post of Primary Support Officer post at the Heath Family Multi Academy Trust. We hope that the information contained within this pack provides sufficient detail to help you consider if you have the right values, qualities, skills and experience to apply for this role.

Our Trust is cross-phase with five primary schools and three secondary schools in Halton, Knowsley and Sefton. Our mission is to improve the life chances of every child in our community by empowering our children to overcome barriers, be able to compete with the best, and shape the future. We achieve this through clarity, collaboration, accountability and academic rigour. These guiding principles set the foundation for a workplace culture that encourages personal and professional growth, allowing each team member to thrive and contribute their best.

We are a values driven organisation and believe our greatest asset is our people; we recruit the right people who share our mission and provide the training they need to enable them to flourish. In our trust, we behave:

With **kindness** – we look out for each other

With **integrity** – we do the right thing

With **tenacity** – we do what it takes.

Join us, and be part of a dynamic team where your skills, passions, and aspirations are not just valued but celebrated. We are confident that you will find the Heath Family to be not just a workplace, but a great place to grow, learn, and thrive. We look forward to hearing from

Yours Faithfully



David Donnelly

Chief Executive Officer



About the Trust

✓ WHY WE EXIST: A SHARED PURPOSE

To improve the life chances of every child in our community by empowering our children to overcome barriers, be able to compete with the best, and shape the future.



HOW WE BEHAVE: THE HEATH FAMILY VALUES

With kindness:
we look out for each other.

With integrity:
we do the right thing.



With tenacity:
we do what it takes.

WHAT WE DO

We lead schools in the North West to maximise attainment and nurture confident, resilient and compassionate individuals.



HOW WE WILL SUCCEED

Through clarity, collaboration, accountability, and academic rigour.



Primary Support Officer

Salary— Scale Points NJC 11—17 (£28,142—£31,022)

Pro rated amount (£14,148,29— £15,596,29)

Part time, 22 hours, permanent position. Term time

The Heath Family Trust is a dynamic and growing multi-academy trust dedicated to delivering excellent education and making a positive impact in our communities. With a commitment to fostering an inclusive, supportive, and high-performance culture, we strive to create an environment where both students and staff can thrive and flourish. We are now looking for an enthusiastic and detail-oriented Primary Support Officer to join our team and support our schools across the Trust.

As a Primary Support Officer, you will play a crucial role in supporting the HR function within our Trust, helping to ensure a seamless experience for all staff. The postholder will support schools and the Trust in all aspects of recruitment, ensuring processes are efficient and compliant. They will keep up to date with legislative changes that may impact the Trust's HR provisions and maintain accurate HR records across systems such as SAMpeople, Bromcom, and the Workforce Census. In addition, the postholder will provide administrative support our leaders within our Schools, including HR-related documentation, reporting, and communications, and contribute to HR projects and initiatives designed to improve efficiency and the overall employee experience across the Trust.

We are looking for an organised, proactive and value driven individual with a genuine interest in HR and education. The ideal candidate will be a strong communicator, both verbally and written, a quick learner, and able to handle confidential information with the highest integrity.

As part of the interview process, working patterns can be discussed, and flexibility around working days will be considered where possible.



We offer:

- ✓ An opportunity to work in a values driven organisation and be part of a welcoming and dedicated team
- ✓ Support and training so that you can flourish in your role
- ✓ Recognition of the importance of a work life balance. Your emotional wellbeing is important to us and we strive to balance work and life and nurture the best possible environment for high performance and job satisfaction
- ✓ Work laptop
- ✓ Car lease scheme
- ✓ Cycle to work scheme
- ✓ Employer Pension Contribution – Local Government Pension Scheme (LGPS)
- ✓ Employee Assistance Programme
- ✓ Occupational Health Services
- ✓ Health Care scheme
- ✓ Automatic Pay Progression



How to Apply

If you wish to have an informal discussion with the HR Manager about the role, please email a request to recruitment@theheathfamily.org.uk.

CVs will NOT be accepted. All applications must be submitted using the Trust's application form. Application forms are available to download from the Trust website at [THFNW-Application-Form-September-2023.308061381.docx \(live.com\)](https://www.live.com/2023.308061381.docx)

Candidates will always be shortlisted based on the content of their application against the job description and person specification.

The Heath Family Multi Academy Trust 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 will be subject to a number of pre-employment checks including an Enhanced DBS check, satisfactory references and proof of right to work in the UK in accordance with the Asylum and Immigration Act 1996. It will be exempt from the provision of the Rehabilitation of Offenders Act 1974. For shortlisted candidates, there will be an online search which will be carried out as a requirement of Keeping Children Safe in Education 2025. (KCSiE).

Shortlisted candidates will be subject to online searches in accordance with safer recruitment requirements.

Completed applications should be submitted to recruitment@theheathfamily.org.uk

Closing Date: Thursday 5th February 2026

Shortlisting Date: Friday 6th February 2026

Interviews: Wednesday 11th February 2026



Recruitment & Hiring Process

Application Form

Complete the Trust application form. The job description and person specification should be used to assist in completing the form. C.Vs will not be accepted. Include a Supporting Statement of no more than 2 A4 sides to describe the skills, knowledge and experience to demonstrate how you meet the person specification and are able to fulfill the requirements of the role.

Equal Opportunities Form

Complete and return the equal opportunities form. This is confidential and is used for monitoring purposes. Forms should be returned to recruitment@theheathfamily.org.uk

Shortlisted

If your application is successful, you will be notified by email, via the email address provided on your application form and invited to attend an interview. Details of the interview day and any assessments will be outlined in the email.

References

References are sought for shortlisted candidates, in accordance with DfE Keeping Children Safe in Education 2024 guidelines, unless you have specifically indicated that you do not wish referees to be contacted at this stage. You should provide a minimum of two referees, at least one from your current or most recent employer.

Interview and Assessment

Interviews will take place at either the Trust central team offices or at one of the schools within the Trust. The successful candidate will be notified as soon as possible after the process has concluded but usually within one day of the interview process. All offers are conditional upon satisfactory pre-employment checks, including an Enhanced DBS.

Outcome

All candidates are notified within one working day of the outcome. Successful candidates will receive a written offer. Feedback can be provided upon request for those who have attended interview



JOB DESCRIPTION

Post Title	Primary Support Officer
Salary	NJC 11—17 (£28,142—£31,022) Pro rated amount (£14,148,29— £15,596,29)
Accountable to:	HR Director / HR Manager
Line Manager:	HR Manager
Accountable for:	School and Trust HR Support Services

Core Function of the post:

- Support schools and the Trust in relation to recruitment.
- Keep up to date with regards to legislative changes that may impact on the Trust HR provisions
- Maintain accurate and up-to-date HR records within the Trust's systems, including SAMpeople, Bromcom, Workforce Census and Payroll.
- Provide administrative support to Heads of School at school level, including HR-related documentation, reporting, and communications.
- Contribute to HR projects and initiatives aimed at improving efficiency and employee experience across the Trust.
- Deliver administrative support across the HR and School Support Team, actively assisting with governance, communications, and marketing activities to ensure smooth and effective operations.

Duties and Responsibilities

- Administration of staff records and inputting into database(s).
- Manage and prioritise workloads on a daily basis to ensure the smooth running of the HR office.
- Ensure all HR enquiries are processed accordingly.
- Monitor and run the HR mailbox and Recruitment mailbox
- Assist with day-to-day operations of the HR functions.
- Supporting any administration for projects.
- Working alongside the HR team to provide administrative support on any ER issues.
- Processing new starters and leavers.
- Managing sensitive and confidential information.
- Administrative support for safer recruitment across all schools and also Trust level staff, in accordance with KCSIE safer recruitment and Trust Recruitment and Selection Policy.
- To include advertising vacancies, internally and externally, preparing recruitment packs, job descriptions, interview questions and timetables as required for all schools.
- Process and monitor requests for recruitment.
- Ensure new joiner administration is completed within the required timeline including seeking references, medical clearances, Enhanced DBS, and all other pre-employment checks including issuing of contracts.
- Carry out pre-employment checks and accurately maintain and update the Single Central Records.
- Provide administration support for initial offer letters.
- Ensure staff absence is recorded accurately on payroll.
- Assist in payroll process and administer documentation for mileage and additional hours.

- Entering employee data into computer database.
- Co-ordinating onboarding for induction and new recruits
- Continuously learn the latest HR best practices to improve workplace efficiency.
- Engage fully in the Trust appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the Trust goals and improvement plans.
- To participate in performance and development review processes, taking personal responsibility for identification of learning, development, and training opportunities in discussion with line manager.
- Update and maintain school's website, including ensuring the school calendar is accurate and up to date.
- Assist school with the distribution of FSM vouchers and the verification of early years funding for submission to the local authority.
- Supporting HR related training programs, workshops, and seminars.

Supplementary Support

- Be aware of, and comply with, policies and procedures relating to safeguarding, health and safety, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all students and staff have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/vision and values of The Heath Family (NW)
- Attend and participate in meetings outside of normal working hours.
- Participate in training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Other duties agreed from time to time by the post holder with their Line Manager.
- Play an appropriate part in safeguarding procedures, such as relating relevant factual information and recording/reporting disclosures to the designated teacher/relevant professional.

Special Features The postholder will be required to travel to any schools within The Heath Family

PERSON SPECIFICATION – Primary Support Officer

CATEGORY/ITEM	ESSENTIAL	DESIRABLE
Qualifications, Knowledge & Experience		
Minimum of 5 GCSE's A* - C (or 4+) including English and Maths or equivalent	X	
Experience of working in a HR administration or support role	X	
Experience of working to Policy and Procedures	X	
Basic understanding of employment law		X
Experience of working with third party service providers		X
Organised with good attention to detail and experience of managing electronic and paper filing systems	X	
Competent in the use of Microsoft Office applications including Excel and Word	X	
Understanding of safer recruitment in a school context		X
Experience of working in a school or other educational setting		X
Skills, Abilities and Personal Qualities		
Ability to prioritise tasks, manage time effectively and meet deadlines	X	
Ability to cope effectively in a busy, demanding role	X	
Proven ability to maintain confidentiality in all aspects of work	X	
Ability to manage stakeholders and third-party service providers	X	
Excellent communication skills both oral and written	X	
Able to provide a high level of customer service to stakeholders	X	
Able to use own initiative within a busy, diverse team	X	
Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity	X	
Flexible approach to working hours and positive attitude to work	X	
Willingness to further develop through appropriate CPD		X
Flexible approach to working hours and positive attitude to work	X	
Suitability to work with children		
Enhanced DBS clearance is required for this position	X	