



Welcome to Class Act Teaching Services



My name is Julia Oliver and I am the owner and Managing Director of Class Act Teaching Services. I originally qualified as a primary teacher and after many very successful years in teaching, I joined a large national education recruitment agency. While in this role I noticed that the service was not as personal or as flexible as schools and teachers deserved, so I began considering how this could be changed.

I decided to use my teaching experience and knowledge of education recruitment to offer a more personal, high quality and efficient service for local primary schools, and so in 2002 Class Act Teaching Services was born.

I made a conscious decision for the business not to be the largest, but to simply be the best, excelling in customer service whilst providing a key service to the primary schools in Oxfordshire and the surrounding areas.

I am proud to say that as we rapidly approach our 20th birthday, Class Act Teaching Services is the main, leading supply teaching agency in the county. We have built excellent working relationships with our schools and our teaching staff over the years.

And our success does not stop there!

Class Act is more than just a recruitment agency. We have forged many excellent relationships and working partnerships within our local communities all of which I am very proud.

Our office which is located in a beautiful rural location near Drayton village is the hub and heart of our operations and where our small, close knit team, the "Class Act Family" are based. I am extremely proud of my team who are extremely motivated and highly committed individuals, some of whom have been with the business in excess of ten years.

We are every inch a 'Class Act' and this is evident in everything we do and in every way we work. We have a fantastic reputation amongst our schools and the teaching profession. Our long-term relationships with schools and their management teams means that we have an understanding of their requirements that other agencies cannot match. Our in-depth knowledge of our supply staff, their skills and preferences mean that we are able to work with them in a very effective and beneficial manner.

Soon to be celebrating 20 years in business, we continue to go from strength to strength thanks to a great team of people and the amazing service we provide at all times.

Our environment is hard-working where no two days are the same, you will be working alongside great colleagues, able to have fun, you will be a true ambassador for the company and become part of a family run business.

You will be guaranteed job satisfaction, you will feel valued and you will be encouraged to contribute in order to make a difference. We want people to join the Class Act family who have a true belief in our company culture and more importantly in our company values.

Working for Class Act Teaching Services will make work feel more than just work!

A handwritten signature in blue ink that reads "Julia".

**Julia Oliver B.Ed (Hons)
Owner & Managing Director
Class Act Teaching Services Ltd**

Additional Job Information

POSITION

- Deputy Office Manager

CONTRACT TYPE

- The position is full time, 52 weeks a year / all year round and a permanent role. The successful applicant will be offered a permanent contract and this offer of employment will be subject to the successful completion of a six month probationary period.

START DATE

- As soon as possible

PLACE OF WORK

Class Act Teaching Services
4 Bradfield Court
Drayton Mill
Milton Road
Drayton
Nr Abingdon, Oxon
OX14 4EF

Free on-site parking available.

Please note that our office is located in a rural location and is NOT accessible by public transport.

PAY & CONDITIONS

- Basic Salary is dependent on experience, ranging from **£28k - £35k** per annum
- On Call Payment of **£1,200** per annum will be paid in addition to the basic salary as the person will be required to take a share with the Company's On Call Service (see page 5).
- Annual Bonus. Subject to the satisfactory completion of the induction period, the person appointed will qualify for the annual bonus scheme and this could add a further 5% to the basic salary. Bonuses are rewarded at the discretion of the Office Manager and Managing Director and are based on individual performance (max 2.5%) and business performance (max 2.5%). Individual bonuses are not awarded for someone simply 'doing' their job.

- Work Place Pension
- Private Health Care through the Company Private Health Care Scheme
- A mileage allowance (45p per mile, in accordance with HMRC mileage allowance) is payable for any business travel undertaken (this excludes journeys made to and from home to the office).

HOLIDAYS

- The person appointed will be entitled to **25** days paid holiday per year plus bank holidays. We also operate shorter working hours during school holidays.
- Due to the nature of the business, of the 25 days holiday, **10** days must be taken during the summer school holiday period (according to the academic year as set by Oxfordshire County Council).
- No more than 10 days holiday can be taken at any one time during school term time (according to the academic year as set by Oxfordshire County Council).
- Holiday requests are submitted to the Office Manager for approval in conjunction with the Managing Director.

WORKING HOURS

- The position is full time, all year round, based on a **40** hour week from Monday to Friday; 8 hours per day with an hour for lunch. During school holidays (according to the academic year as set by Oxfordshire County Council) the hours are reduced to a 35 hour week.

School Term Time Hours

- Early Shift – 07:00-16:00
- Late Shift – 08:00-17:00
- The person appointed will be expected to take a share in the 'early' and 'late' shifts e.g. one week of working early shifts followed by one week of working late shifts.

School Holiday (Non Term Time) Hours

- 09:00 to 16:00

Out of Hours Call Handling / On Call Service

- We operate a shared out of hours on call service which means telephone calls are answered by a member of the team up to 9pm during the week and at weekends. This enables the Class Act team to respond to any emergency school bookings we may receive during these periods. See details below.
- Operating an out of hour's service/ on call service enables Class Act to continue delivering our excellent customer service to the highest level at all times.

How the Out of Hours Call Handling / On Call Service works

- Term Time, week nights and weekends
When the office closes at 5pm all calls are diverted to the company mobile phone. The on call team take an equal share in taking home the mobile home with them and respond to any emergency calls they may receive from either schools requesting cover for the following day or from a supply worker wanting to speak to us urgently.
- School Holidays & Bank Holiday Weekends
During school holidays when the office operates non term time hours (see page 4), calls are still diverted to the company mobile at the end of the working day and those members of staff working during the school holidays take a share in responding to any calls received (after office hours). This includes weekends prior to the start of every full and half term including bank holidays (and in particular those bank holidays which fall the day(s) before the start of a term.
- An on call rota is drawn up by the Office Manager in conjunction with the Managing Director on a half termly basis to ensure that the on call is fair for everyone on the rota.
- Example:
If there are 4 members of the team on the on call rota, this would equate to **one** evening **per week** and **one** weekend **per month**.
- On call evenings and weekends can be swapped in advanced providing the Office Manager is given as much notice as possible.
- **The working hours and sharing on call duties are a requirement of the job with Class Act Teaching Services.**

INDUCTION, TRAINING & SUPPORT

- All newly appointed staff will be subject to the successful completion of a six month probationary period. The successful candidate will have been inducted, trained, and supported throughout by the Office Manager and the Managing Director and other team members.
- A Staff Handbook and Copies of Training Notes are provided to each employee.