

supajam[®]

EDUCATION AMPLIFIED

OPERATIONS ASSISTANT

CANDIDATE PACK



INTRODUCTION



supajam_education



semmukonline



supajameducation407



supajam-education-
in-music-and-media



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code to find out
more!

HELLO!

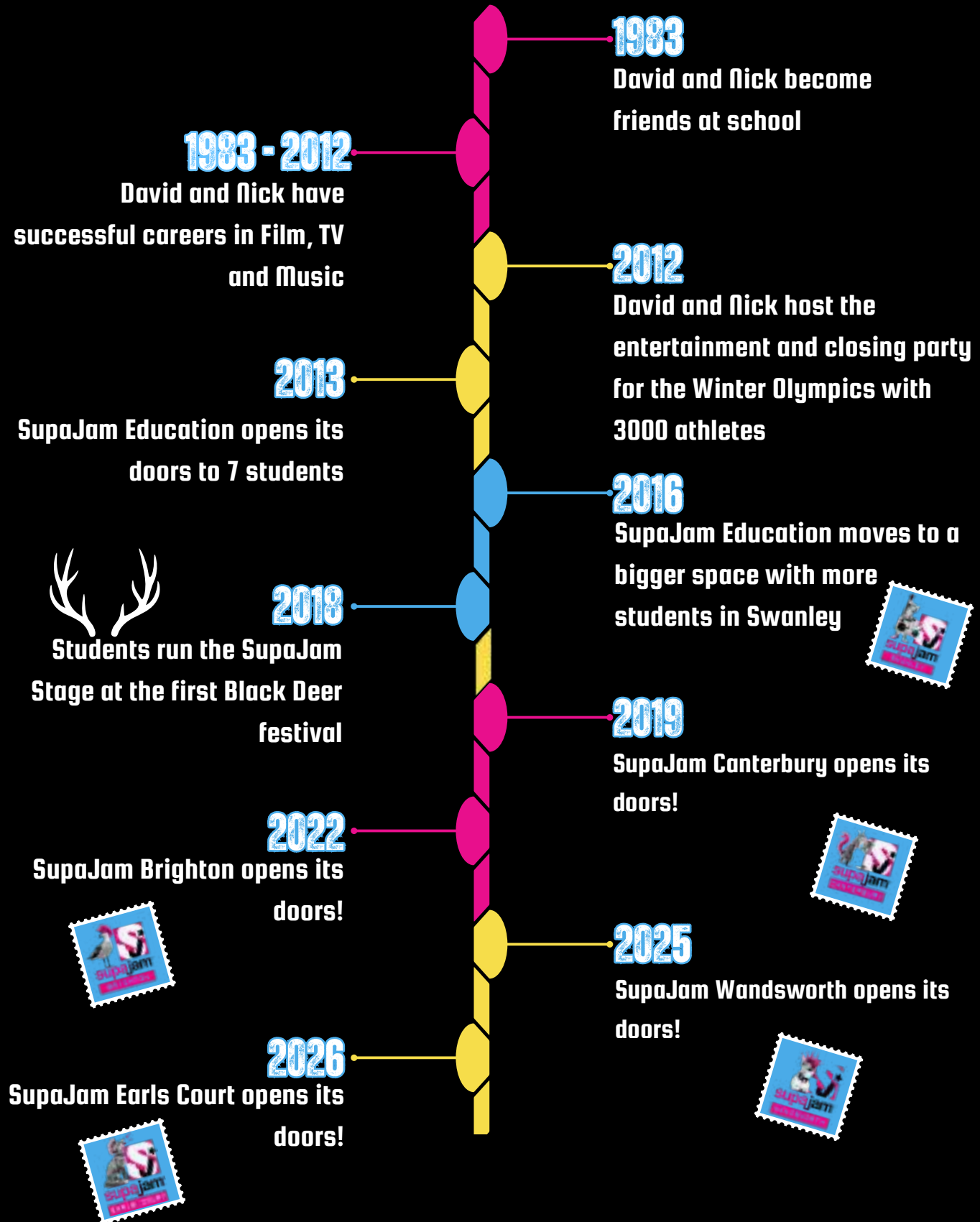
SupaJam Education began in 2013 with just seven students, born from our shared passion to create a different kind of learning environment. From the very beginning, our core values have been kindness, support, and non-judgement. These values remain at the heart of everything we do today. They create an environment where our young adults feel safe, included, and encouraged to succeed - particularly those seeking an alternative to mainstream post-16 education.

SupaJam's staff are the beating heart of the organisation and we would not be where we are today without them. We are looking for passionate, resilient and committed professionals to join us in our mission, helping students to engage, achieve and progress in a unique and inclusive learning environment.

DAVID COURT AND NICK STILLWELL

Joint CEOs and Founders of SupaJam

THE SUPAJAM STORY



Could you be a part of our future?

WHO WE ARE...

SupaJam is a music-focused post-16 Specialist Provider supporting vulnerable and disadvantaged 16–25 year olds across five bases in Swanley, Canterbury, Brighton, Wandsworth and Earls Court. All students have EHCPs and a range of social, emotional or special educational needs, or have disengaged from mainstream education. Our students share one thing in common: a passion for music, which helps them re-engage in education through our Creative Music Industries curriculum, English, Maths and Enrichment and Life Skills programmes.

Our ethos is to be forward-thinking, caring and encouraging while providing a structured, supportive and non-judgmental environment. SupaJam is an established yet fast-growing organisation funded directly by the DfE and Local Authorities, committed to breaking down barriers to learning and helping young people achieve positive outcomes.

At SupaJam, staff benefit from a dynamic, creative workplace, a welcoming team, and opportunities to lead trips, workshops, festivals and gigs while contributing to the growth of an ambitious and expanding college.



EMPLOYEE BENEFITS

At SupaJam, the wellbeing of our employees is at the heart of everything we do. We provide all staff with company sick leave at full pay, ensuring you have the support you need when you're unwell. In addition, we offer two dedicated mental health days each year, recognising that everyone may need time to prioritise their mental wellbeing. Following a mental health day, you'll have a supportive back-to-work meeting with your line manager to ensure you feel fully supported.

All SupaJam employees also have access to our Employee Assistance Program, Wellbeing Solutions, which offers a 24/7 helpline, confidential counselling sessions, and practical support for financial or legal matters.

WE ALSO OFFER:

- Opportunities to attend music festivals, gigs and industry events
- Enhanced parental leave
- Subsidised mileage above normal commute
- Whole organisation closure over Christmas that does not affect annual leave allowance
- Access to professional music equipment and space, including music studio, radio station and photography space
- Uncapped career progression due to the growing nature of our organisation, including moving bases/location
- Vast CPD opportunities
- Social events
- A tight knit community of highly trained, kind professionals looking to welcome you into the team



WHAT DO OUR STAFF THINK?

"Staff are excellent at forming rapport and taking the time to get to know students. This is one of my favourite things about the SupaJam team."

Teacher

"Supporting students and watching them grow and develop is the most fun and rewarding job I've ever had."

Learning Support Practitioner

"The opportunities at SupaJam are endless. I have loved watching the organisation grow since I started and it's great to be around so many talented people."

Events and Creative Industries Manager

"SupaJam is the perfect place to work for any musicians or industry professionals who want to help transform young people's lives through music."

Teacher

"All of the SupaJam staff uphold the Ethos every day, no one judges and everyone does their utmost to support each other and the students."

Learning Support Practitioner

MEET THE SENIOR LEADERSHIP TEAM

Leading on the ground across our five bases are SupaJam's passionate Senior Leadership Team. The SLT manages the operations of the organisation and implement SupaJam's vision, mission statement and ethos to ensure that we are consistently delivering the highest quality education for our students.



"Hi, I am Rachel and I am the Director of Education here at SupaJam. I review the policies to ensure our teaching is at the highest quality and monitor all our programmes so they stay engaging and aspirational for each of our students"

Rachel Streatfeild- Director of Education



"Hi, I'm Hannah and I've worked at SupaJam for several years, leading safeguarding to ensure all students are supported. My role involves continuously reviewing and maintaining effective safeguarding systems across the organisation"

Hannah Goslett - Director of Safeguarding



"Hi, I'm Richard, I joined SupaJam in July 2023 as Director of SEND, leading inclusion and equality to ensure all students have equal learning opportunities. I oversee admissions, High Needs Funding, and support staff with Annual Review is, working to remove barriers to education"

Richard Dwyer - Director of SEND

OUR CURRICULUM

The young people at SupaJam are at the heart of our curriculum and our intent is to prepare our learners for adulthood and their next steps. Through our curriculum we teach relevant vocational and English and Maths skills with a focus on their application in the music industry. We deliver these in a sequenced, supportive and accessible way so that all learners, regardless of need, can access course content and reach their full potential. We encourage our learners' personal development through building independence and skills and thrive in the community.

RSL - ROCK SCHOOL LIMITED QUALIFICATION

Music Business Diplomas (Levels 1,2,3)

The course looks at roles in the music industry and their interactions. Industry skills: performance, composition, engineering, recording, DAW usage as well as production, event planning, marketing, promotion, theory and entrepreneurship.

ADDITIONAL CURRICULUM

(Three hours per week for Level 1, 2 students)

Students learn about careers and employability, complete work experience opportunities in the community, learn about Personal Social Health and Economic Education (PSHE) and Relationships and Sex Education (RSE). Additional Curriculum helps give our students skills in resilience that will help them live independently, understand their finances and emotional wellbeing.

ENGLISH + MATHS

Functional Skills and GCSE

Studying English helps our students develop their written and verbal communication skills, and real-life applications.

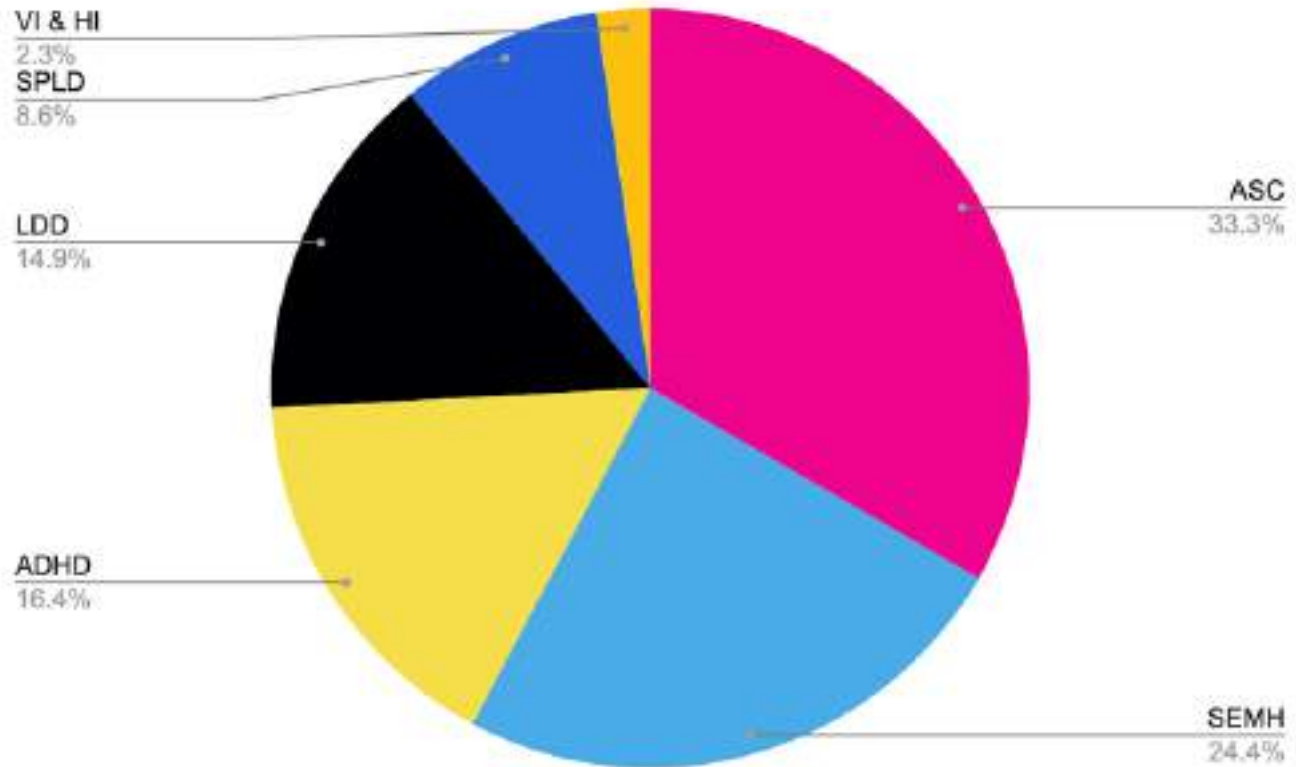
Studying maths helps our students understand Numbers, Algebra, Probability, Statistics and real-life applications (like budgeting and time management)

ENRICHMENT CURRICULUM

Students will get to explore personal interests and work on creative projects.

They can access a diverse range of resources and industry provisions to support individual goals. This helps them develop skills and pursue passions beyond the academic curriculum.

OUR DEMOGRAPHICS AND STATS



83% of RSL students gained full qualifications with 66% achieving a Merit or above.

95% of Level 3 Extended Diploma students progressed to university, industry roles, further study or internships.

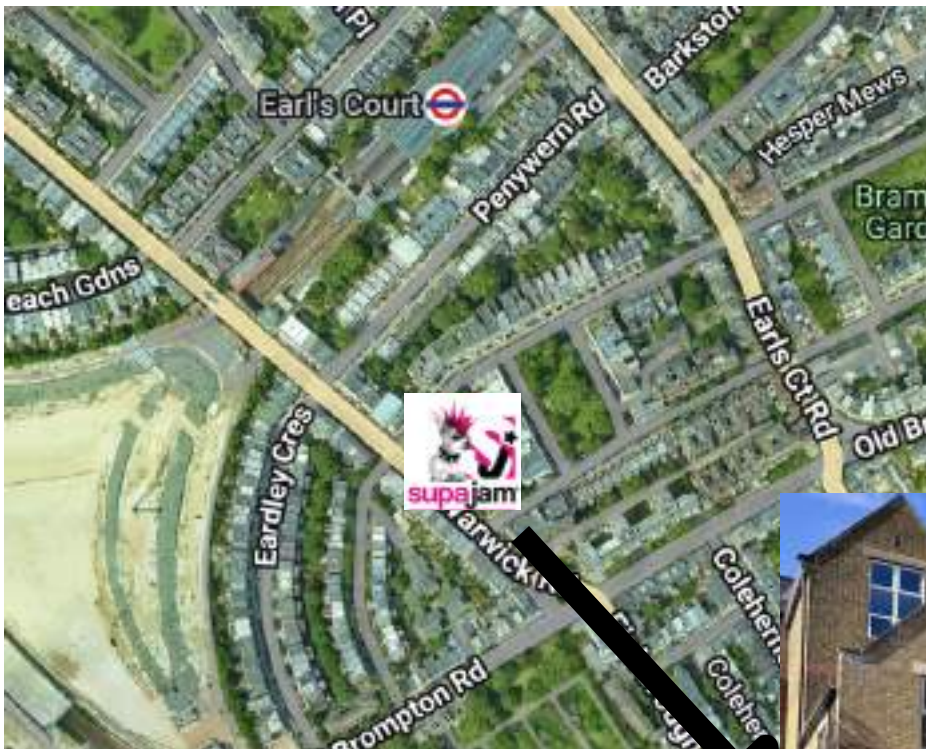
Careers guidance was rated 100% positive for support, engagement and programme structure.

Maths and English Functional Skills results continue to improve with strong student progress.

SUPAJAM EARLS COURT

This is a rare and exciting opportunity to teach and support the growth of a brand new college in Earls Court. This role would suit candidates with administrative experience and experience of working with young people with special educational needs (SEND). SupaJam Earls Court opens its doors in September 2026 as our fifth established base! Interest in the Earls Court college is growing with momentum and we are excited to see our community expand further than ever before.

Our new Operations Assistant will be committed to SupaJam's mission and ethos, have proven administrative and operational skills. We're looking for someone with excellent interpersonal skills, the ability to communicate with staff, students and external partners. A passion for creating supportive and inclusive environments to help young people grow in confidence, creativity and independence is crucial.



SupaJam Earls Court is a 5 minute walk from the Earls Court tube station

SupaJam Earls Court has an amazing outdoor space for students and staff to enjoy



CONTACT US

Email: recruitment@supajam-education.org

Address:

Warwick Road

London

SW5 9UE

(on the corner of Warwick Road and Earls Court Square)



Scan the QR code to learn more about life at SupaJam



Job title	Operations Assistant
Location	SupaJam Earls Court
Reports to	College Leader
Key Relationships	Senior Leadership Team, College Leader, DSL, Curriculum Leads in all bases, Maths and English Lead including Exams Officer, Careers and Transitions Lead, Creative Industries and Events Manager, Teachers, LSPs and Studio Production Staff
Working Pattern	Full Time 9:00 - 17:00
Salary	£28,500 PA

THE IMPORTANCE OF SAFEGUARDING

SupaJam is a post-16 specialist provider, specialising in Music, Maths, English and Life Skills. All staff, volunteers and partners are committed to safeguarding the welfare of every person within SupaJam. Our mission is to help young people to engage and achieve within a safe and inclusive environment.

PERSONAL AND PROFESSIONAL CONDUCT: UNIVERSAL EXPECTATIONS

- Maintain high standards of ethics and behaviour, within and outside of SupaJam in line with the Teachers Standards including:
- Treating learners with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to their position.
- Having regard for the need to safeguard learners' well-being, in accordance with statutory provisions showing tolerance of and respect for the rights of others
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs ensuring that personal

KEY RESPONSIBILITIES



- Provide a welcoming environment and entry to the base by operating the welcome desk and ensuring the space is safe, tidy and equipped to health and safety and organisational standards.
- Maintain stock levels by ordering stock, equipment and resources as required.
- Answer and action phone calls, including communicating messages in a timely manner.
- Maintain accurate spreadsheets and databases as directed, including Arbor.
- Monitor daily registers and call absent students, documenting reasons on Arbor in full.
- Communicate with SupaJam stakeholders on behalf of the organisation as directed.
- Support financial administration by tracking petty cash spending and administering purchase order requests, as well as supporting the coordination of student financial support.
- Support students during lunch breaks as per the staff rota.
- General administration support to the wider leadership team.
- Support the wider Operations team by overseeing the compliance of health and safety checks and the recording of maintenance and servicing logs.
- Support the Operations Lead with the end-to-end student enrolment process.
- To manage low level safeguarding incidents as outlined in the safeguarding policy and workflow.
- To escalate medium and high level safeguarding concerns.
- To record low, medium or high level safeguarding concerns on CPOMS, detailing the incident and demonstrating the identification and management of risk.
- Attend all safeguarding training when required so you are always on top of the latest advice and procedures.
- To make referrals to external agencies such as PREVENT, social services, mental health support providers and other support services.
- Undertake relevant learning and development relating to the role.
- Undertake regular and mandatory training.
- Participate in bitesize and workshop sessions.
- Attend CPD days.
- Take responsibility for personal development and personal objective setting.

PERSON SPECIFICATION



ESSENTIAL

- One year reception or administrative experience
- Strong time management skills
- Data entry experience
- Confidence in using spreadsheets
- Strong attention to detail
- Excellent written and verbal communication skills
- Knowledge of general administration procedures
- Ability to prioritise multiple tasks and use initiative to meet deadlines
- Strong organisational skills
- Ability to communicate with people on a variety of levels
- Professional and friendly demeanour
- A willingness to learn new skills and take on additional responsibility
- Ability to work as part of a team

DESIRABLE

- Knowledge of Arbor database or similar
- Background in education-related administration
- Knowledge of Google Workspace
- Experience of managing/processing school and/or college admissions and enrolment processes
- Experience of disadvantaged young people with complex social and emotional needs

DON'T JUST TAKE OUR WORD FOR IT

"I feel as if the staff members here are so, so individual within themselves and so lovely!! They have a very deep understanding of my needs"

RSL Level 2 Student

"We are so pleased that our child has found a college where they feel accepted and understood."

SupaJam Parent

"SupaJam saved my life in many ways."

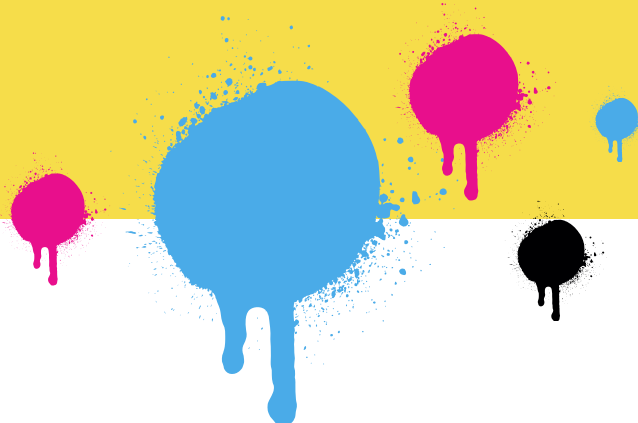
RSL Level 1 Student

"I have noticed a big change in my son being more confident since attending SupaJam. It's so refreshing hearing him come home all excited about his day."

SupaJam Parent

"The college is amazing, the environment is perfect for a child with ADHD and fully sensory sensitive. The staff are trauma aware and unbelievably caring and supportive. This has allowed my son to join an education environment for the first time in 3 years."

SupaJam Parent



EQUALITY AND DIVERSITY

Our fantastic team is the driving force behind our successes and we value the broad range of ideas and experiences our staff bring to the organisation. SupaJam is committed to diversity and inclusion, and we believe this helps us to be a more relevant and effective organisation. We encourage applications from all backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We are focused on hiring, retaining and uplifting a diverse range of colleagues in order to be representative of the diversity in our students and local communities so that we can deliver an exceptional and varied learning experience.

HOW TO APPLY

SupaJam does not accept CVs. Please complete an application form and outline how you fit the person specification and the experience required.

If you are ready to embark on your SupaJam journey and would like an application form, please refer to the contact details below.

ADDITIONAL INFORMATION

SupaJam is committed to safeguarding and promoting the welfare of our students, and we expect all staff and volunteers to share this commitment. All roles at SupaJam are subject to an Enhanced DBS clearance, satisfactory references, proof of eligibility of Right to Work in the UK and background and recruitment checks. These checks will be conducted prior to joining which will be used to assess the candidate's suitability to work with children and vulnerable young people.

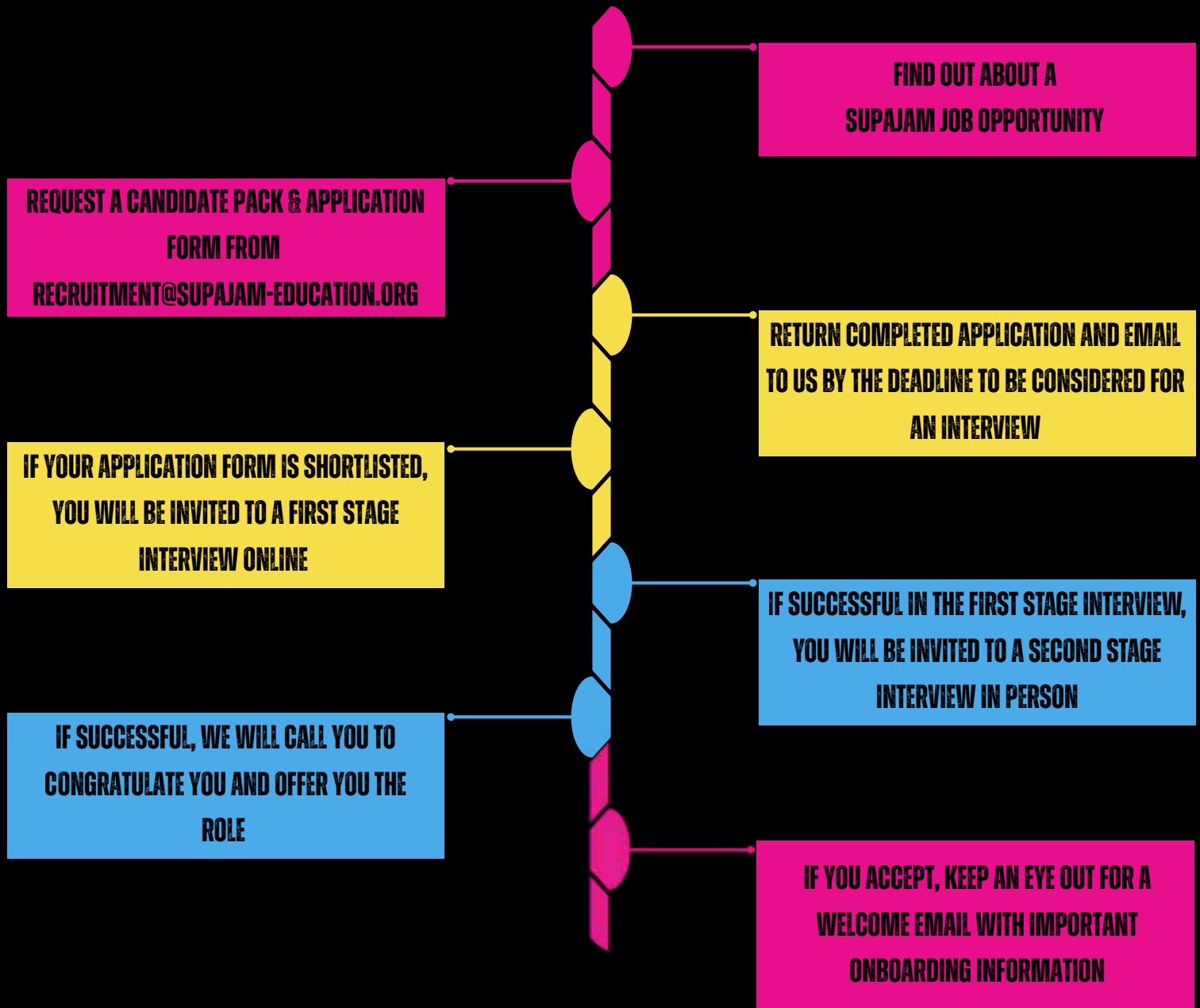
CONTACT

If you have any questions regarding the application process, please contact SupaJam's Operations Manager, Charlotte, at recruitment@supajam-education.org or 01273 447 554

WWW.SEMMUK.COM
AWARD-WINNING POST-16
SPECIALIST MUSIC EDUCATION PROVIDER



RECRUITMENT TIMELINE



PLEASE NOTE :

DUE TO A HIGH VOLUME OF INTEREST IN OUR ROLES WE CANNOT ALWAYS GUARANTEE WE WILL BE ABLE TO RESPOND TO YOUR APPLICATION.

YOU ARE ALWAYS WELCOME TO REACH OUT IF YOU HAVE NOT HEARD FROM US BUT IF WE DO NOT RESPOND WITHIN THREE WEEKS, PLEASE ASSUME YOU HAVE NOT BEEN SUCCESSFUL AT THIS TIME.