

Job Description

Job Title:	Business Support Manager
Responsible to:	Headteacher
Grade:	Support Staff – K (32-36); £43,817 – 48,225 Hours: 37 hours a week
Status:	Full-time, full-year role

Purpose of the Job

This is a key strategic leadership role that forms part of the Leadership Group and contributes to the effective day-to-day running, long-term planning and strategic management of the school.

The Business Support Manager is the school's leading support staff professional and works as part of the Senior Team to assist the Headteacher in his/her duty to ensure that the school meets its educational aims.

The role provides strategic leadership, professional management and coordination of all support staff functions, ensuring high standards across administration, HR, ICT, facilities, Health & Safety, finance oversight and wider school operations.

The Business Support Manager promotes high standards of business ethos and ensures effective resource deployment to support learning.

The Business Support Manager shall deputise for the Headteacher where appropriate.

Areas of Responsibility

The post holder has full responsibility for developing, leading and line-managing the following functions:

- Administration Management
- Management Information Systems and ICT
- Human Resource Management
- Facility and Property Management
- Health and Safety Management
- Leadership and Strategic Management
- Core School Operations Management
- Financial Oversight (via management of the Finance Manager)
- Day to day oversight of the areas above is via 6 staff that you directly line manage (5.70 FTE)

Financial Oversight

- Responsible for the line management of the Finance Manager to ensure that school budgets are set and met.
- Maintain strategic awareness of financial planning and ensure that financial systems support school improvement priorities.
- In co-operation with the Trust staff, provide oversight of capital funding, contributing to planning and monitoring of capital projects where relevant.

Staff Leadership

- Lead and manage all support staff.
- Responsible for recruitment, induction, performance management and mentoring of all support staff.
- Motivate and support staff to deliver consistently high standards.

Principal Accountabilities / Responsibilities

1. Administration Management

- Manage the whole-school administrative function and lead administrative support staff.
- Design and improve administrative systems aligned to school aims.
- Streamline processes and eliminate duplication.
- Ensure statutory publications and returns are completed accurately and on time.
- Benchmark administration systems and recommend improvements.
- Ensure the school website is accurate, compliant and effectively maintained; support marketing and communications activity as required.

2. Management Information & ICT

- Ensure effective delivery, maintenance and future development of the MIS system.
- Assess emerging technologies and oversee their adoption.
- Communicate Trust-wide ICT strategy and ensure data protection compliance.
- Establish systems to monitor ICT performance.
- Ensure staff have training and resources required to use ICT effectively.

3. Human Resource Management

- Manage recruitment, appraisal, absence management, disciplinary and grievance procedures for all support staff.
- Ensure safeguarding and single central record procedures are adhered to.
- Ensure payroll services, pensions and staff benefits operate efficiently.
- Monitor workforce planning needs and advise leadership accordingly.
- Maintain updated HR documentation, circulate legislative updates, and support HR compliance visits (e.g., SCR reviews).
- Provide guidance on HR policy changes and coordinate CPD opportunities for support staff.

4. Facility and Property Management

- Oversee safe maintenance and security of the school premises.
- Manage site services, contracts for cleaning, grounds and maintenance and catering (where applicable).
- Ensure utilities and equipment remain operational.
- Monitor other outsourced services to ensure value for money.
- Manage lettings and community use of the site.
- Support delivery of capital improvement projects and liaise with external partners/contractors as needed.

5. Health & Safety Management

- Act as the school's Health & Safety Coordinator and Fire Officer.
- Maintain records of fire practices and alarm tests.
- Ensure the Health & Safety Policy is communicated and implemented.
- Carry out hazard identification and risk assessments.
- Monitor and report on health and safety compliance.
- Oversee statutory obligations for SEN students regarding site arrangements.
- Contribute to Trust-level H&S monitoring and annual reporting where applicable.

6. Leadership and Strategic Management

- Influence strategic decision-making with the Leadership Group.
- Contribute to school values, vision and culture.
- Lead change management aligned with the school strategic plan.
- Provide feedback and coaching to teams and individuals.
- Support positive public relations, stakeholder communications and school marketing initiatives.

7. Core School Operations Management

- Maintain the school calendar and diary systems.
- Oversee staff cover arrangements.
- Ensure effective delivery of school catering provision.
- Liaise with the LA regarding student transport services.
- Coordinate wider operational projects and support parental/community engagement activities as required.
- Support student council activities and wider school events where operational input is needed.

Job Knowledge, Skills & Experience

Factors	Essential	Desirable
Qualifications	Recognised management / business degree or equivalent related professional qualification	School Business Manager specific qualification i.e. Fellow of NASBM, CSBM, DSBM
Training	Evidence of Continued Professional Development	Member of National Association of School Business Management
Experience	Overseeing strategic financial plans with knowledge of budgeting and financial reporting Managing change projects Managing Human Resources Managing Health and Safety	Managing at Senior Management Level
Knowledge and Skills	Knowledge and understanding of financial and premises management Ability to deliver services and systems applicable for effective school management Ability to deliver value for money initiatives Ability to lead teams and individuals Ability to strategically influence decision making within the school Have a high level of proficiency in using ICT packages Understand the complexities of change leadership and of the issues and strategies involved in leading change Knowledge and experience of formulating and implementing policies and procedures	Up to date knowledge of Local Government finance An understanding of Teachers' and Local Government pay and terms of conditions Understanding of promoting positive relationships with the wider school community
Personal Qualities	Highly developed interpersonal skills including influencing skills Willingness to constructively challenge the work of self and others to continually improve own and team performance Ability to work under pressure and meet deadlines Understand the need to engage support staff in developing services to improve the quality of teaching and learning	