

Role Title: **School Business Support**

Accountable to: **School Business Manager**

Objectives:

- To be a professional and friendly first point of contact for pupils, parents, staff and all school contacts.
- To provide support to the school's administrative functions in a pro-active, efficient and effective manner, according to trust and school policies and procedures.

Principal Responsibilities:

This is a varied and exciting role, which includes but is not limited to the responsibilities as follows:

- Work effectively as part of the administration team, supporting colleagues and participating in relevant training and professional development.
- Contribute to the overall ethos and aims of the school.
- Initiate, build and maintain good working relationships with staff, pupils, parents and other community users.
- Prioritise and manage workload to meet required deadlines while focussing on the needs of the school as a whole.
- Organise and maintain a tidy, welcoming and efficient school reception area.
- Undertake reception duties such as operating the school's main telephone, transferring calls or taking messages, dealing with face-to-face enquiries in a polite and helpful manner and managing the school entry signing in system and processes.
- Open and distribute incoming post and organise the school's outgoing post.
- Manage the school's main email inbox, replying and forwarding messages appropriately and efficiently.
- Provide general clerical support using Microsoft packages such as Word and Excel alongside Bromcom and other software packages. As well as tasks such as photocopying, printing and scanning.
- Receive, collate and organise pupil information such as trip/event permission responses and any other information as requested.
- Receive incoming goods and check delivery notes against orders.
- Ensure health and safety and good behaviour of pupils at all times.
- Provide First Aid to pupils, staff and visitors, maintaining records on Medical Tracker.



Heronsgate School

- Manage lost property.
- Update the whole school calendar, adding and removing information as required.
- Update and monitor the school online payment system: providing access letters and guidance on the system for new users, liaising with parents, pupil and staff regarding queries and payments, providing reports as required such as dinner reports, clubs, trip payment reports etc.
- Administer the Free School Meals portal updates and update systems.
- Assist in the maintenance of the school filing and archive systems.
- Organise and manage stationery stock and complete orders as necessary.
- Provide attendance support.
- Cover for absent colleagues.

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Head Teachers may require particular additional duties to be undertaken to suit the specific school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties

Other information

Inspiring Futures Through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow the Trust's safeguarding policies and procedures and to behave appropriately towards children at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.



Skills and Knowledge		Level	Assess by;
<u>Attainable</u> Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time		A	A Application I Interview T Testing R Reference
<u>Desirable</u> Applications will be preferred from candidates with the denoted qualifications or experience		D	
<u>Essential</u> Applicants without the denoted qualifications or experience will not be considered for this role		E	
Qualifications	Grade C and above in GCSE Mathematics and English.	X	A
Skills / Experience	School administrative experience.	X	A
	Proficiency in standard IT packages: Microsoft Office and Bromcom.	X	I, T
Competencies		Level	Assess by;
<u>Awareness</u> Demonstrable aptitude and ability to develop in the particular work area A		S	A Application I Interview T Testing R Reference
<u>Significant</u> Clear competence in the work element sufficient for all role requirements			
<u>Extensive</u> Sufficient expertise in the work element to lead and mentor others, and influence policy and practice			
Planning and organising work	Awareness of deadlines and other requirements in relation to specific work streams and excellent organisational skills.	X	I,R
Planning capacity and resources	Understanding of team objectives and working co-operatively to achieve aims.	X	I
Influencing and interpersonal	Exchanging a wide range of information with a wide range of recipients such as colleagues, parents/carers, pupils and external suppliers.	X	I,R



skills	Excellent interpersonal skills, keen, positive and enthusiastic team player.	X		I
Using initiative	Flexible and pro-active to meet the needs of the school and handle varied levels of pressure.		X	I
Working independently	Dealing with day to day issues independently wherever possible.		X	I, R, T
Experience	Previous experience in an administrative or front office role.	X		I
Personal skills required	Professional communicator at all levels, capable of multitasking and delivering to strict deadlines	X		I
	High levels of accuracy and attention to detail	X		I, R, T
Managing risk	Awareness of general health and safety risks in an office/school environment.		X	I
Managing oneself	Awareness of opportunities for personal development.		X	I