

St John Fisher
Catholic Voluntary Academy

Christ at the centre and children at the heart

Information for Business Support Officer

St John Fisher Catholic Voluntary Academy

Business Support Officer



Introduction from the Headteacher

Thank you for taking an interest in this exciting role.

It is my pleasure to welcome you to St John Fisher, an 11-18 voluntary aided Academy with approximately 1000 students on roll.

We seek to appoint a Business Support Officer to join our wonderful school.

St John Fisher Catholic Voluntary Academy has entered a new era of success, growth and pride.

Our students are some of the most inspirational young people you will ever meet. They are polite, friendly, kind and caring. They are supportive of one another and the school. Our staff are the same; dedicated professionals, committed to improving the outcomes and life chances of young people. Many of our teachers are ex-pupils of the school. There is a special feel about this traditional yet forward-looking Catholic school, simply put, it's a wonderful place to work.

We were inspected by Ofsted at the end of March 2025, our report reflects how much we have improved in the last 2 years. It's a different school and you need to see it for yourself. Our current results are a legacy of the school's recent history of declining standards, but we are committed to our students and our community to create a high performing school.

Therefore, we need the best support for our students. As our students' numbers continue to grow, we seek to appoint the best people to support our continued improvement

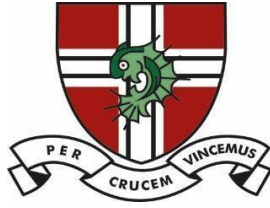
We can offer you a wonderful student body, a thriving sixth form, a friendly and supportive senior team and a school overseen by a highly experienced and dedicated governing body who work closely with the school to ensure its continued success.

Your professional development is important to us, and our recent transformation has been made possible by the creation of a staff and student team who are committed to the school's future. Every member of our community is valued and as we continue to move forward, we will continue to invest in all practice which will improve the daily experience of our children. A bespoke programme of professional development, led by highly experienced senior leaders, focusing on bringing out the best from staff, is an entitlement for all teachers and support staff.

If you'd like to be part of our next success, I recommend a conversation with me or a tour of the school, either during the school day or after work. Please get in touch and we will accommodate your request so you can see for yourself what a wonderful place St John Fisher Catholic Voluntary Academy is.

Mr K Mackey

Headteacher



St John Fisher Catholic Voluntary Academy

Headteacher: Mr Karl Mackey

Job Title: Business Support Officer	
Work Location: St John Fisher Catholic Voluntary Academy	Salary: Grade 6 SCP 7 Term time +5 days £23,792.17 FTE: £26,403.00 Working Hours: Monday to Friday 8am until 4pm
Reports To: Office Manager	

Interviews will take place on Wednesday 15 July 2026. Shortlisted candidates are asked to keep this date available where possible.

Job Purpose:

As our Business Support Officer, you will play a key role in ensuring the Academy operates effectively and meets the needs of students and staff. The postholder will provide high quality administrative and customer service support across the academy, establishing and maintaining efficient systems and processes to support day to day operations.

You will work collaboratively with the wider Business Support Team to uphold the vision and ethos of the school, acting as a professional, welcoming and reliable point of contact for all stakeholders. The role requires strong organisational skills, the ability to multitask, and a flexible, proactive approach to supporting the academy.

Key Responsibilities

- Set up and manage extra-curricular clubs using the SchoolCloud app/website.
- Collate and maintain accurate medical and consent information for approved trips, ensuring compliance with school procedures.
- Develop and manage stock control systems for stationery, processing orders in liaison with the Office Manager and monitoring in-house requests.
- Maintain and update display boards across the school to ensure information is current and engaging.
- Provide administrative support for Sixth Form admissions and transition, liaising with internal and external stakeholders.
- Support the Senior Business Support Officer with transition processes and assist the Office Manager with in-year admissions and induction arrangements.
- Provide reception cover as required, including responding to enquiries from parents, pupils, staff and external agencies in person, by phone or email.

- Provide first aid support as required during the school day in line with school procedures.
- Update staff records on InVentry in relation to photos, job roles and evacuation lists.

Pastoral Administration

Provide administration support for the Pastoral team including:

- Generate information sheets and letters relating to outgoing and incoming OSD students
- Generate contracts, ensure completed contracts and logged and monitored, coordinate review paperwork and issue letters as required
- Provide administrative support to the Senior Intervention Lead around Alternative Provision as required
- Produce letters for parents on a range of pastoral issues as requested by identified staff
- To support the development and implementation of additional pastoral systems as required by SLT.
- Provide general admin support to the Pastoral Team as requested by the Office Manager, Senior Intervention Lead or SLT.
- Prepare, issue and log suspension letters, ensuring records are accurate, confidential and compliant with school policies.
- Complete and process relevant documentation such as EOS forms, ensuring accuracy and timely submission.

Administration

- Manage the Parents inbox, responding to enquiries and directing correspondence as appropriate.
- Liaise with stakeholders on behalf of the academy leadership team, including the local authority, staff, students and external partners.
- Maintain a professional, business-like office environment, delivering high quality administrative support and customer service at all times.
- Manage incoming calls, messages and enquiries efficiently and professionally.
- Provide high quality administrative support, including reprographics (printing, copying, binding, and document preparation) and general office tasks to meet the operational needs of the school.

General Duties

- Act as a professional first point of contact for the school, responding to enquiries from parents, carers, staff, pupils, governors, visitors, and external agencies, in person and by telephone, and directing queries to the appropriate staff where necessary. Manage incoming calls, messages, and visitor enquiries efficiently and courteously, ensuring excellent customer service at all times.
- Attend breaktime and lunchtime duties as directed, contributing as part of a shared whole-team responsibility to maintain a safe, calm and orderly environment during non-teaching times.
- Work flexibly across the academy to support operational needs and priorities.
- Maintain positive and professional relationships with all stakeholders, modelling expected behaviours at all times.
- Undertake any additional duties reasonably requested by the Office Manager or senior leadership team to support the effective running of the school.

Safeguarding

As part of their wider duties and responsibilities, the post holder is required to promote and actively support the Trust's policies and procedures relating to safeguarding and the welfare of children, young people and vulnerable adults. This includes contributing to a safe environment, remaining vigilant, and taking appropriate action where concerns arise.

Personal Specification

Criteria	Essential	Desirable	Measured
Experience working in a busy administrative, customer service or office environment.	✓		App / Int
Experience working within a school or educational setting.		✓	App / Int
Experience using school management systems (e.g. SIMS, Classcharts, SchoolCloud).		✓	App / Int
Excellent customer service skills with the ability to communicate professionally with students, parents, staff and visitors.	✓		App / Int
Experience maintaining accurate records and administrative systems.	✓		App / Int
Experience supporting admissions, pastoral administration or school processes.		✓	App / Int
Knowledge of office administration procedures.	✓		App / Int
Knowledge of school admissions, attendance or pastoral processes.			App / Int
Awareness of safeguarding responsibilities within a school environment.	✓		App / Int
Understanding of confidentiality, GDPR and data protection.	✓		App / Int
Excellent verbal and written communication skills. Ability to communicate confidently with students, parents, staff and external agencies.	✓		App / Int
Excellent organisational and time management skills. Ability to prioritise competing workloads and meet deadlines. High level of accuracy and attention to detail.	✓		App / Int
Competent in Microsoft Office 365 including Word, Excel and Outlook. Confident using email, databases and online systems.	✓		App / Int
Ability to maintain accurate, confidential records and handle sensitive information professionally	✓		App / Int
Friendly, welcoming and approachable. Professional appearance and manner. Reliable, trustworthy and punctual.	✓		App / Int
Ability to work independently and collaboratively as part of a team.	✓		App / Int
Willingness to undertake First Aid training if required.			App / Int
Willingness to undertake relevant professional development.	✓		App / Int

Additional – Personal Qualities:

Skills, Competencies & Personal Attributes	Essential	Desirable	Measured
Excellent customer service skills.	✓		App / Int
Professional and welcoming manner.	✓		App / Int
Excellent verbal and written communication skills.	✓		App / Int
Strong organisational and time management skills.	✓		App / Int
Ability to prioritise competing demands and meet deadlines.	✓		App / Int
Excellent attention to detail and accuracy.	✓		App / Int
Ability to work independently and as part of a team.	✓		App / Int
Ability to remain calm under pressure and respond positively to changing priorities.	✓		App / Int
High level of confidentiality and discretion.	✓		App / Int
Good ICT skills, including Microsoft Office 365.	✓		App / Int
Positive, flexible and proactive approach to work.	✓		App / Int
Commitment to safeguarding and promoting the welfare of children and young people.	✓		App / Int