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**ILKLEY GRAMMAR SCHOOL**

A MOORLANDS LEARNING TRUST ACADEMY

**FURTHER  
PARTICULARS FOR  
THE POST OF:**

**BUSINESS SUPPORT  
ASSISTANT LEVEL I**

**MARCH 2026**

**Ilkley Grammar School**  
**Business Support Assistant Level 1**  
**Salary Scale Point 5 (Range 5-6)**  
**Actual Annual Salary £8,784.65 - £9,082.10 per annum**  
**Pattern of hours will be 15 hours each week**  
**(Thursday & Friday 8:00-16:00 with 30 minute unpaid break)**

**Employment will be on a term time only basis with the exception of 2 extra days. The exact days will be confirmed by management, but are likely to include a full day or half a day during several weeks of our timetabled school holidays.**

Thank you for requesting details for the post of Business Support Assistant Level 1. We are looking for a colleague to join our operations team at this successful, oversubscribed comprehensive Academy.

The successful applicant will be personable, friendly and enthusiastic and willing to learn. Building excellent relationships with parents/carers, students and staff is an essential part of this role and the ideal candidate will have experience of working in a school or similar environment.

This is an exciting time in the school's development. In July 2022, it was announced that IGS had been selected for the next phase of the national Schools Rebuilding Programme, and we will receive substantial capital investment to rebuild and refurbish parts of the school. Work commenced in the summer term 2025 and, on completion, will have a transformative impact on the learning environment at IGS, as well as substantially reducing our carbon footprint. In addition, following further capital investment from BMDC, we have recently expanded our specialist School Resource Provision (SRP), providing 24 places for students with autism. This is in line with our commitment to inclusive education and to meeting the needs of all young people within our community.

We deeply care for our staff as well as our students and take their wellbeing seriously, engaging regularly and meaningfully with all colleagues. We have a strong associate staff team employed across student support and pastoral roles, administration, premises management, IT support, finance, catering and operational management. We are sensitive about the importance of managing staff workload. We have a comprehensive wellbeing offering for staff to access across the school year. The school also closes earlier for students on Wednesdays to facilitate whole school and departmental staff development and training.

Despite our considerable success, we are not complacent and the commitment to our Personal Best values and our motto "Growing in Wisdom and Stature" means that we continue to drive school improvement to further raise standards. It is important to us that students are equipped with the confidence, skills and personal qualities to make a positive difference to their own lives and to that of others. We can guarantee high-quality support in the role, committed and effective colleagues, well-motivated and aspirational students, opportunities for partnership working and a very supportive community. In return, we will expect a positive and enthusiastic approach, an unwavering commitment to our Personal Best values and a passion for working with young people to make a positive difference to their lives.

If you are inspired by this opportunity and have the qualities to contribute to our high-quality provision, then we would be delighted to hear from you.

## **How to Apply**

As part of your online application in the Personal Statement section (no more than 2 sides of A4) please explain:

How your skills, qualities and experiences make you a suitable candidate for this post.

The closing date for this post is: **12noon Tuesday 24<sup>th</sup> March 2026**

Provisional interview is scheduled for **Friday 27<sup>th</sup> March 2026**

If you do not receive an invite to interview by Wednesday 25<sup>th</sup> March 2026 we regret your application will have been unsuccessful on this occasion, but we wish you every success in your future career.

Thank you again for your interest in our school.



Carly Purnell  
Headteacher

## **PRIME OBJECTIVES OF THE POST:**

To contribute to the Operations function of the academy in ensuring delivery of a comprehensive, effective and professional service across the school liaising with both students and colleagues. Being outward facing with members of the public. The post holder will be multi-skilled being able to undertake a number of administrative responsibilities across the school including greeting visitors, maintain security and deliver a professional telecommunications service.

## **RESPONSIBLE TO OPERATIONS MANAGER THE POST HOLDER WILL:**

### **Key accountabilities:**

#### **Customer Service delivery**

1. Ensure that all visitors to the school's reception desk are always welcomed in an efficient and professional manner
2. Ensure that you are supportive of students when interacting with them on the student reception desk
3. To be proactive in dealing with routine and repetitive telephone enquiries ensuring that more specialist questions are transferred to the relevant person in a timely manner.
4. To take responsibility for the Visitor's Management System (and in the event of a fire drill)
5. To process visitor WIFI codes and badges on request
6. Listen to voicemails, responding accordingly
7. Throughout school holidays, share the monitoring of the admin inbox, forwarding messages to the most appropriate member of staff
8. Receive deliveries and ensure incoming post is effectively distributed with outgoing post delivered to the post office at the end of each working day
9. To arrange room bookings, site, ICT and catering requests
10. Use of the school's MIS system to access information
11. Recording into the whole school accident book
12. Support in the safeguarding of students using MIS system to help manage this.
13. To support the Operations Manager with administration tasks as required.

#### **Reprographics**

1. Play a key role in the delivery of professional services within the Academy and to deliver basic administrative support
2. Centralised photocopying, laminating and binding
3. Support in the management of reprographics operations in school, suggesting changes to improve efficiency and reduce costs.
4. Charging and routine maintenance of hardware
5. Ensuring print cartridges for photocopiers and printers always available
6. Operate relevant equipment/ICT packages (e.g. word, excel, databases, spreadsheets, Internet)
7. Provide general advice and guidance to staff, students and others

#### **IT support**

1. Assist the iPad Lead Administrator with the operational daily activities of the Academy's iPad scheme

## **Responsibilities**

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required, for example Fire Marshall
- To support, uphold and contribute to the development of the Academy's Equality policies and practices in respect of both employment issues and the delivery of services to the community.

## **General Accountabilities**

- Demonstrate and reinforce the 6 IGS Personal Best values of **Pride, Respect, Courage, Responsibility, Kindness, and Resilience.**
- Be aware of the school's duty of care in relation to staff, students and visitors and to comply with the health and safety policy at all times;
- establish and maintain positive, constructive and professional working relationships with staff, visitors, students, parents and other professionals of the school;
- be aware of and comply with the code of conduct, regulations and policies of the school;
- develop self within the post, undertaking training/appraisal as appropriate to ensure that relevant knowledge and skills are updated in order to support school development.

## **VARIATION IN ROLE**

Given the dynamic nature of the role and structure of Ilkley Grammar School as an Academy, it must be accepted that, as the Academy's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the post holder.

## **Recruitment and Selection Policy Statement**

The Academy's Board of Governors is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

As with most associate staff roles, this post is subject to the satisfactory completion of a six-month probationary period.

## PERSONNEL SPECIFICATION – BUSINESS SUPPORT ASSISTANT LEVEL 1

Qualifications	Essential/ Desirable E/D	How Identified
<input type="checkbox"/> GCSE grade C or equivalent in English and Maths	E	Application form and selection process
<input type="checkbox"/> First Aid qualification or willingness to undertake First Aid at Work qualification	E	
<input type="checkbox"/> An understanding of child protection, health, safety and security	D	
Experience	Essential/ Desirable E/D	How Identified
<input type="checkbox"/> Some experience of secondary school-age children	D	Application form and selection process
<input type="checkbox"/> Understanding of children's needs and problems	D	
<input type="checkbox"/> Experience of working in a customer service/public facing role	D	
<input type="checkbox"/> Some administrative experience	E	
<input type="checkbox"/> Experience of using visitor management systems (ie. Invenry)	D	
<input type="checkbox"/> Knowledge of First Aid procedures	D	
<input type="checkbox"/> Evidence of the ability to work cooperatively with multi-disciplinary professionals, governors and other agencies	D	
<input type="checkbox"/> Experience of working in a high-pressured environment	E	
<input type="checkbox"/> Experience of managing own workload to meet conflicting demands and deadlines to ensure completion of tasks	E	
<input type="checkbox"/> Defusing difficult situations in a calm manner	D	
<input type="checkbox"/> Presenting yourself effectively	E	
<input type="checkbox"/> ICT competence or ECDL level or equivalent	D	
<input type="checkbox"/> Experience of working in a school-based environment	D	
<input type="checkbox"/> Experience of e-learning including mobile technologies	D	
Training	Essential/ Desirable E/D	How Identified
<input type="checkbox"/> Willingness to participate in CPD	E	Application and selection process
<input type="checkbox"/> Evidence of relevant CPD	E	
Skills	Essential/ Desirable E/D	How Identified
<input type="checkbox"/> Able to understand and carry out instructions	E	Application form and selection process
<input type="checkbox"/> Able to think logically and calmly when under pressure.	E	
<input type="checkbox"/> Able to keep accurate & appropriate records	E	
<input type="checkbox"/> Able to use initiative within school policies and practices	E	
<input type="checkbox"/> Good standard of written and spoken English	E	
<input type="checkbox"/> Proven ability to use ICT in the organisation and management of their role	E	
<input type="checkbox"/> Good numeracy skills	E	
<input type="checkbox"/> Able to act in an understanding and patient manner whilst remaining firm and fair	E	
<input type="checkbox"/> Able to take initiative and to work independently	E	

<input type="checkbox"/> Good interpersonal skills and confident communicator	E	
<input type="checkbox"/> Good problem solver	E	
<input type="checkbox"/> Understand and manipulate numerical & statistical data	E	
<input type="checkbox"/> Evidence of the ability to promote a positive ethos and pride in the school together with high standards of education, care and behaviour	E	
<input type="checkbox"/> Development planning, monitoring and evaluation	D	
<b>Professional Qualities</b>	<b>Essential/ Desirable E/D</b>	<b>How Identified</b>
<input type="checkbox"/> Abide by the school's policies	E	Application form and selection process
<input type="checkbox"/> 'Can do' attitude	E	
<input type="checkbox"/> Teamwork/collaboration	E	
<input type="checkbox"/> Emotional intelligence	E	
<input type="checkbox"/> Professional appearance	E	
<input type="checkbox"/> Sense of humour and perspective	E	
<b>Equal Opportunities</b>	<b>Essential/ Desirable E/D</b>	<b>How Identified</b>
<input type="checkbox"/> Candidates should indicate an acceptance of, and a commitment to, the principles of the Academy's Equal Rights policies and practices as they relate to employment issues and to the delivery of services to the community	E	Selection process
<input type="checkbox"/> Commitment to equal opportunities policies relating to gender, race and disability in an educational context	E	
<b>Circumstances - Personal</b>	<b>Essential/ Desirable E/D</b>	<b>How Identified</b>
<input type="checkbox"/> Will not require holiday leave during term time.	E	
<input type="checkbox"/> Must be legally entitled to work in the UK (Asylum and Immigration Act 1996).	E	Selection process and completion of an Enhanced DBS disclosure
<input type="checkbox"/> No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (DBS check required).	E	
<input type="checkbox"/> If driving is a feature of this post – must be licensed and appropriately insured (e.g., business use).	E	
<b>Safeguarding</b>	<b>Essential/ Desirable E/D</b>	<b>How Identified</b>
<input type="checkbox"/> Has appropriate motivation to work with children and young people, and can relate to them	E	Completion of an Enhanced DBS disclosure
<input type="checkbox"/> Ability to maintain appropriate relationships and personal boundaries with children and young people	E	
<input type="checkbox"/> Displays commitment to the protection and safeguarding of children and young people	E	
<input type="checkbox"/> Has up to date knowledge of relevant legislation and guidance in relation to working with young people	E	