

Role profile

Business Support Level 2

Service	Business Support
Reports to	Operations and Project Manager
Job family	Business Administration
Grade	D
DBS required?	Y - enhanced
Date	July 2026
JE Code	JE0016

Key deliverables

1	Provide administrative support to include photocopying, filing, emailing, reprographics work and word processing. Completion of standard forms and respond to routine correspondence.
2	Undertake typing and word-processing and other IT based tasks using relevant equipment/ICT packages e.g., WORD, EXCEL, databases, spreadsheets etc.).
3	Undertake general administration alongside providing support for HR, admissions, and EVC administration, ensuring the efficient delivery of school administrative services.
4	Maintain manual and computerised records/management information systems.
5	Produce information/data as required by senior staff or external agencies e.g., standard / statutory returns.
6	Provide administrative support for meetings and take notes at meetings.
7	Undertake reception duties, answering general telephone and face to face enquiries and signing in visitors.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both school and Trust wide needs.

Essential requirements

Key skills, expertise, and qualifications

1	Admin related qualification to NVQ2 level or equivalent experience
2	Excellent communication and interpersonal skills, capable of working collaboratively with various teams.
3	Ability to manage manual and computerised record/information systems efficiently.
4	Awareness of general health and safety risks in an office/school environment.
5	Ensuring office and general school supplies are held at the required stock level

6	Exchanging a wide range of generally factual information with an equally wide range of recipients such as colleagues, parents, pupils and external suppliers
7	Encouraging others to provide input to delegated tasks in a timely and competent manner.
8	Dealing with day-to-day issues independently wherever possible.

Our pupils and young people come from a wide range of backgrounds, and so do our colleagues. We aim to reflect and celebrate diversity in our workplace in order to create an inclusive culture that adds real value to our vision of inspiring the futures of us all through learning together.

Inspiring Futures through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow IFtL'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.

Job family

Business Administration (Grade D)

Colleague expectations

- Be professional at all times
- Work together for the good of the team, School and IFtL
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Business Administration jobs are those which support their teams and the school by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the school by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

Thinking, planning and communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Trust employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

Decision making and innovation

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

Areas of responsibility

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

Impacts and demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.