

Job Description

Role	Business Support Assistant
Reports To	Head of Business and Administration and Business Support Manager
Location	Heron Hall Academy Travel to multiple sites within the Trust may be required
Working Pattern	Monday to Friday – 36 hours per week
Contract Type	Permanent Term Time + 3 weeks – 42 weeks per year
Salary	NSCT Pay Range 18 – 21 Depending on experience and in line with Trust Pay Policy FTE Salary: £28,148.19 – £30,407.51 Actual Salary: £25,855.53- £27,930.11 NSCT Health Cash Plan + Generous Pension
Annual Leave	<i>25 days + 8 Bank Holidays</i> Holiday year runs from 1 st September – 31 st August. Annual leave entitlements are calculated in your salary. No additional paid leave is provided and leave is taken during school closures.

Job Purpose

The Business Support Assistant provides front-line administrative and reception support to ensure the smooth and professional day-to-day running of the academy office. They play a key role in creating a welcoming environment for pupils, families, staff and visitors that reflects the values of North Star Community Trust. The postholder supports core functions including pupil admissions, attendance, welfare, finance and family communications, while maintaining efficient office systems and processes. Through a friendly and proactive approach, the Business Support Assistant helps ensure positive experiences for all stakeholders and contributes to the academy's wider community engagement.

Employees will be expected to comply with any reasonable request from their line manager and senior leadership team to undertake work of a similar level and grade that is not specified in this job description. Following consultation with you, this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Key Responsibilities

Reception duties and community engagement

- Deliver a high-quality, professional and welcoming reception service to pupils, parents, carers, staff and visitors, reflecting the values of North Star Community Trust and always meeting diverse needs.
- Operate the academy switchboard professionally, ensuring calls and enquiries are managed efficiently or directed at the appropriate staff member.
- Respond to general enquiries from parents/carers and the public in a polite and effective manner, escalating more complex issues where needed.
- Handle incidents and accidents calmly and professionally, in line with Trust policies and procedures.
- Ensure the front reception is covered throughout the school day.
- Champion and model excellent service, supporting colleagues to maintain consistent standards.

Admissions

- Support the administration team in the coordination and oversight of the annual admissions cycle, in liaison with the Head of Business and Administration.
- Assist the team in the prompt allocation of pupil places i.e. verbal and written communication.
- Ensure timely and efficient communication with families during the admissions process.
- Accurately input pupil data into the Management Information System (MIS) Arbor.
- Support the team; add and remove pupils from roll efficiently and effectively, reporting any issues to the Business Support Manager and Business Support Officer when necessary.

Attendance

- Ensure registers are completed daily by teaching staff.
- Follow up on missing marks, make first-day absence calls, collect absence evidence and maintain records in accordance with data protection legislation.
- Monitor punctuality and ensure pupils who arrive late are signed in appropriately.
- Add and remove pupils from roll efficiently, ensuring reporting to relevant authorities.

Finance

- Support the team with managing debt from parents/carers related to lunch, clubs and trips.
- Encourage parents/carers in effectively using Arbor for communication, payments and general access.
- Ensure wraparound care is correctly set up on the MIS, tracking payments and minimising arrears.
- Promote Free School Meal (FSM) uptake among eligible families, and support applications to ensure FSM and Pupil Premium information is accurately recorded in the MIS.
- Support with placing orders.

Office administration

- Provide administrative support to the team as and when required, such as data entry, filing, photocopying and distributing mail to support the wider team.
- Maintain the academy diary and calendar, support event coordination with due diligence.
- Support the development and upkeep of office systems and processes.
- Help ensure safeguarding and data protection compliance.
- Support the HR team in coordinating supply and agency staff, ensuring all necessary vetting details are sent on time to the academy and HR, and safeguarding and compliance checks are completed prior to such as DBS and ID checks.
- Liaise with facilities to ensure appropriate checks and access arrangements are in place for contractors, always emphasising the importance of safeguarding and site security.
- Provide practical support with recruitment activities under the direction of the Hiring Manager and HR, including booking and preparing interview rooms, arranging refreshments and producing recruitment packs, greeting candidates and helping to coordinate interview days.

Parent and community engagement

- Support the delivery of a high-quality, professional and welcoming reception service for all pupils, parents/carers, staff and visitors, reflecting the values of North Star Community Trust.
- Operate the academy switchboard, ensuring calls and enquiries are handled efficiently and passed to the appropriate staff.

- Ensure voicemail greetings are accurate and kept up to date.
- Respond to general enquiries from parents/carers and the public in a polite and helpful manner, escalating more complex matters where appropriate.
- Support the handling of incidents and accidents calmly and professionally, following Trust policies and procedures.
- Promote a positive and professional front-facing service, working with colleagues to ensure consistent standards are maintained.

NSCT's Ethos

- Support the Trust's overarching objectives and uphold its ethos, vision and values.
- Represent the Trust with professionalism, serving as a positive ambassador within the community.
- Foster and maintain positive professional relationships with colleagues, parents/carers, stakeholders and the local community.
- Engage staff, pupils, parents/carers and stakeholders in Trust-wide initiatives, campaigns and events.
- Work collaboratively as a team to achieve the Trust's strategic goals and objectives.

Professional Development and Collaboration

- Participate in professional development activities and performance reviews, demonstrating a commitment to continual growth and excellence.
- Collaborate with colleagues across the Trust to share best practices and drive continuous improvement.
- Embrace new practices, technologies and strategies to meet the evolving needs of the Trust.
- Contribute to internal evaluations and work with senior leadership to achieve professional growth.

Safeguarding and Well-being

- Promote and uphold a culture where the safeguarding and welfare of children and young people is everyone's responsibility, regardless of role or location.
- Comply with all statutory and organisational safeguarding policies, including Keeping Children Safe in Education (KCSiE) and the Trust's safeguarding policy
- Report any safeguarding concerns or disclosures promptly and appropriately, in line with Trust protocols.
- Support the creation and maintenance of safe environments, physical and emotional, whether working directly with children or in supporting roles.
- Participate in mandatory safeguarding training and ensure your knowledge remains current and in line with your role's requirements.
- Promote inclusiveness, mental health awareness and well-being across your area of work, recognising their impact on the overall safety and success of pupils and staff.

Professional Conduct and Institutional Compliance

- Adhere to all Trust and academy policies and procedures, ensuring alignment with organisational standards and expectations.
- Comply with health and safety regulations to maintain a safe, supportive environment for pupils, staff and visitors.

- Foster a culture of diversity, inclusion and equal opportunity, ensuring all practices are free from discrimination and harassment.
- Uphold British Values and meet the requirements of the Prevent Duty, in line with statutory guidance.
- Support the Trust's strategic priorities through your everyday work and professional conduct.
- Engage with internal and external audits, inspections and reviews to drive continuous improvement and ensure compliance with statutory and Trust-wide requirements.
- Demonstrate professionalism in conduct and appearance, serving as a positive role model.
- Strengthen relationships with the wider community to support the Trust and academy's objectives.
- Participate in outreach programmes that connect the Trust with local stakeholders and encourage collaboration.

Acknowledgment and Agreement

By signing below, you acknowledge that you have read and understood the job description, including the roles, responsibilities and expectations outlined. You agree to perform these duties to the best of your ability and in accordance with the Trust's policies and procedures.

Employee Name:	Employee Signature:	Date:

Job Specification

Qualifications (or equivalent qualification)	Essential	Desirable
Grade 4 (C) or above in GCSEs English and Maths	☒	☐
Educated to A level standards	☐	☒
Level 2 Award or Level 3 Diploma in Business Administration	☐	☒
Valid First Aid at Work Certificate and Paediatric First Aid Certificate	☐	☒
Evidence of Continuous Professional Development	☐	☒
Professional Experience	Essential	Desirable
Demonstrated expertise in administrative support within high-volume office environments	☒	☐
Proven track record of working effectively within a Trust or multi-academy structure	☐	☒
Engaging with stakeholders to build strong, collaborative relationships and aligned goals	☒	☐
Actively involved in extracurricular activities and enrichment programmes	☐	☒
Risk assessments and ensuring a safe learning environment	☐	☒
Skills and Knowledge	Essential	Desirable
Excellent communication skills, with the ability to interact clearly and professionally with parents, carers, staff, visitors, and external stakeholders	☒	☐
Confident in using clear, concise language to convey information verbally and in writing	☒	☐
Proficient in drafting professional correspondence, emails, reports and completing forms accurately and efficiently	☒	☐
Ability to analyse data and implement effective operational strategies to improve outcomes within your role	☐	☒
Ability to engage and inspire pupils across a diverse range of abilities and needs	☒	☐
Proficient in IT, including Microsoft 365 applications	☒	☐
Familiarity with role-specific platforms, digital tools and resources	☒	☐
Awareness of online safety and responsible use of digital tools	☒	☐
Understanding of safeguarding, child protection and health & safety	☒	☐
Knowledge of equality, diversity and inclusion	☒	☐
Understanding of GDPR and data protection regulations in education	☒	☐
Attributes	Essential	Desirable
Communicate professionally and respectfully with pupils, staff and the wider community, using clear verbal, written and interpersonal skills	☒	☐
Work collaboratively and constructively with colleagues and the wider academy community to support a positive environment	☒	☐
Handle disagreements and challenging situations calmly and professionally, promoting respect and resolution	☒	☐
Remain calm, approachable and solution-focused under pressure and when challenged	☒	☐
Prioritise the safety, wellbeing and development of pupils and staff	☒	☐
Take the initiative and respond proactively to the needs of pupils and colleagues	☒	☐
Be punctual, reliable and committed to professional responsibilities	☒	☐
Manage time effectively, meet deadlines and adapt to changing demands	☒	☐
Demonstrate strong organisational skills with accuracy and attention to detail	☒	☐
Exercise discretion and maintain confidentiality when handling sensitive information	☒	☐
Uphold ethical standards and demonstrate high levels of trust and integrity	☒	☐
Aligned with Trust values, demonstrate a positive attitude and act as a role model	☒	☐
Value diversity and actively contribute to an inclusive environment for all	☒	☐
Engage in self-reflection, embrace professional development and use creativity and technology to enhance practice	☒	☐

