



Digital and Business Support Officer

Job Description and Person Specification

Contract Type:	Permanent. Flexible and part time considered
Salary:	Band 3, S9 – S12 (£28,123 - £30,179)
School:	Central Trust Team
Location:	South-East London
Hours per week:	35 per week. Occasional evening and Saturday events
Accountable to:	Senior Director: Professional Learning

Job Purpose

The Digital and Business Support Officer will play a key role in providing administrative and operational support to the Trust's Professional Learning function (Habs Institute). You will play a key role in supporting and improving digital ways of working, contributing to the Trust's ambition for greater digital maturity. This includes using and developing digital tools, systems and processes to streamline administrative tasks, improve data accuracy, and enhance stakeholder experience.

The role requires a digitally curious and solutions-focused individual who is motivated to build their own digital capability, identify opportunities for automation, and support the adoption of efficient, sustainable and scalable ways of working across the Trust. Through this work, you will contribute to operational efficiency, business continuity, and the ongoing development and retention of 'Great People' in line with the Trust's People and School Improvement strategies.

Key Responsibilities of Role

Digital & Operational Improvement

- Support the development and use of digital tools, platforms and systems to improve administrative efficiency across the professional learning function and beyond
- Identify opportunities to streamline and automate routine processes (e.g. calendar management, reporting, data entry, communications) using available digital tools.
- Maintain and improve digital filing systems and workflows, ensuring accessibility, consistency and compliance.
- Contribute to the implementation of cloud-based platforms (e.g. HR, finance, learning systems) through effective administration and data handling.
- Support the use of collaboration tools to enable hybrid working, virtual events and efficient communication.
- Demonstrate curiosity and initiative in learning new digital platforms, tools and approaches, sharing insights with colleagues where appropriate.

Administrative & Business Support

- Provide high-quality administrative support across the central Professional Learning function with strong partnership working with other admin and business teams
- Manage the team calendar, supporting the coordination of programmes, events and professional learning activities, including digital and hybrid delivery formats.
- Produce, format and manage high-quality digital communications and materials (e.g. newsletters, reports, presentations).
- Maintain accurate and efficient administrative systems, ensuring processes are digitally enabled wherever possible.

Customer Service, Communications and Stakeholder Engagement

- Act as a professional first point of contact across digital and in-person channels.
- Support clear, consistent and timely communication using a range of media, channels digital platforms and tools.
- Manage inboxes and maintain website, sharepoint and social media pages
- Act as an ambassador for Habs Institute and the Trust

Data and Information Management

- Accurately input, manage and maintain data across internal and external systems, ensuring integrity and compliance.
- Support the production of timely reports and digital dashboards, improving accessibility of information.
- Use data to identify trends or inefficiencies in administrative processes and suggest improvements.

Additional Responsibilities

- Demonstrate a commitment to continuous improvement and development, taking ownership of personal learning and growth in digital capacity
- Support occasional evening or weekend work linked to events delivery
- Undertake any other duties commensurate with the grade and nature of the post
- Work flexibly across the central Trust function

General

- To work within the school framework with regard to Health and Safety
- To promote equal opportunities in the school
- To promote the ethos of the Trust / school
- To promote the school's commitment to the continued professional development of all staff.
- To work within the school's framework with regards to Health and Safety.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children.
- To report any Safeguarding concerns in accordance with Trust's Safeguarding Policy

- To undertake any duties as may reasonably be required by the Executive Principal or Leadership Team

London Living Wage

We are proud to pay the London Living Wage.

Person Specification

	Essential	Desirable	Method of Assessment A = Application I = Interview AS = Assessment R = References
Education & Qualifications			
	<ul style="list-style-type: none"> GCSE Maths and English Grade C or above (or equivalent). 	<ul style="list-style-type: none"> Level 2 or 3 Business Administration qualification or equivalent 	A, I
	<ul style="list-style-type: none"> Excellent written and verbal communication skills. 	<ul style="list-style-type: none"> Relevant administration or customer service training 	A, I
	<ul style="list-style-type: none"> An enhanced DBS (we will apply for this for you) 		A, I
Knowledge & Experience			
	<ul style="list-style-type: none"> At least 1 years' experience working in an administrative, business support or customer service role 	<ul style="list-style-type: none"> Experience of working in a Multi-Academy Trust 	A, I, AS, R
	<ul style="list-style-type: none"> Strong track record using Microsoft Office applications including Word, Excel and Outlook 	<ul style="list-style-type: none"> First Aid qualified 	A, I, AS, R
	<ul style="list-style-type: none"> Experience maintaining accurate records and handling confidential information 	<ul style="list-style-type: none"> Experience using digital platforms to improve administrative efficiency (e.g. Excel, forms, workflow tools) 	A, I, AS, R
	<ul style="list-style-type: none"> Confidence using digital tools and systems, with an interest in developing digital and automation skills 	<ul style="list-style-type: none"> Experience supporting events or operational activities 	A, I, AS, R

	<ul style="list-style-type: none"> Ability to identify opportunities to improve processes and suggest practical solutions 	<ul style="list-style-type: none"> Advanced capabilities using office 365 suite 	A, I, AS, R
Personal Qualities			
	<ul style="list-style-type: none"> Clear commitment and understanding of the Trust ethos, vision and values and an ability to uphold them 		A, I, AS, R
	<ul style="list-style-type: none"> Belief in equality and opportunity for all, ensuring that all staff feel included and listened to 		A, I, AS, R
	<ul style="list-style-type: none"> Ability to establish and articulate a clear vision in an engaging way 		A, I, AS, R
	<ul style="list-style-type: none"> Determination and resilience 		A, I, AS, R
	<ul style="list-style-type: none"> High level of interpersonal and communication skills and the ability to build relationships and influence at all levels – engaging with a range of stakeholders successfully 		A, I, AS, R
	<ul style="list-style-type: none"> Commitment to collaborative working 		A, I, AS, R
	<ul style="list-style-type: none"> High expectations of achievement, conduct and behaviour and a willingness to address situations where these fall short 		A, I, AS, R
	<ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children and young people 		A, I, AS, R

Staff Development

Our staff are important to us. We know that without great staff, our children will not be as successful. Therefore, Professional Learning is key to our success. As a new employee within the Trust, you will be supported by the Senior Directors of People and Professional Learning, alongside your line manager to realise your full potential.

'Our People Strategy is key to our success and integral to this is our commitment to equity, equality, diversity, and inclusion . Bringing this to life is the responsibility of every member of staff. We take seriously any behaviour which undermines it. Anyone applying to work with us, should share this commitment.'