

## **Wellspring Academy Trust**

**Post Title: Business Support Officer**

**Wellspring Academy Trust: Central Team**

**Reporting to: Trust Operations Manager/Director of Operations**

**Salary within the range: £25,510 - £28,316**

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### **Purpose of the post**

- To work as part of a focused pro-active team which provides extensive and wide-ranging support to our Academies and the Central Team.
- To provide a business and operations service to a range of internal and external stakeholders across Wellspring Academy Trust.

### **Key Responsibilities**

- Assist the Trust Operations Manager in overseeing day-to-day business operations.
- To provide a professional administrative and business support service to leaders within the Trust.
- Maintain diaries, schedule appointments, and handle event bookings to ensure efficient time management.
- To ensure procedures are implemented and adhered to at all times.
- Assist with recruitment, publicity and marketing activities.
- Liaise with other administrative staff within the Academies and other partner institutions, and external agencies.
- Maintain the operations mail account and ensure timely and accurate responses are provided, drawing on colleagues where required.
- Provide a professional, supportive and proactive customer service to all stakeholders.
- Create, maintain and edit documents and templates and ensure robust filing systems.
- Support the development and design of Trust marketing materials and resources working closely with outsourced graphic designers.
- Ensure office procedures are adhered to and implement ways of working that establish good practice.
- Maintain good working relationships with colleagues and communicate regularly with relevant persons.
- Demonstrate an active commitment to own professional development.
- Respond to organisational needs and deadlines as they arise.
- Providing a responsive and supportive service with a willingness to seek and embrace different and enhanced working methods.
- Maintain a high volume, varied workload and work under pressure to meet tight and demanding deadlines.
- Assist with social media strategies across multiple platforms.



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- Assist in the production of Trust communication materials such as newsletters and technical updates.
- Communicate effectively and professionally with the Trust's various stakeholders.
- Completing various assurance checks and monitoring activities as required.
- Support Trust developments, activities and events.
- Undertake research relating to various projects.
- Your primary focus of work may change over time in line with organisational demands and your personal development needs.

### **Method of Working**

Wellspring Academy Trust expects all staff to work effectively and co-operatively as part of a team, delivering high quality support. This requires dealing with people politely and tactfully, and in accordance with Trust guidelines, policies and procedures. Wellspring Team members are expected to respect confidentiality and safeguarding practices at all times.

### **Public Relations**

Considerable importance is attached to the public relations aspect of our work. Members of the Team must project a positive image of the Trust at all times and through all activity.

### **Standard Duties in all Trust Job Description**

- Show a commitment to diversity, equal opportunities and anti-discriminatory practices.
- Show a commitment to ensuring that children and young people learn in a safe environment.
- Participate in relevant and appropriate training and development as required.

### **DBS Certificate**

Wellspring Academy Trust takes its duty to safeguard the young people with which it works seriously. All Wellspring team members are required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

**Person Specification**

<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Application Interview</b>
<b>Qualification and Certification</b>		
Level 2 in Maths and English or equivalent	E	A
Relevant level 3 or have equivalent professional experience in training and development	D	A
Degree educated or equivalent	D	A
<b>Experience</b>		
Experience of working within the education sector	D	A
Evidence of continued professional development	E	A
Experience of quickly developing strong working relationships and networks with key individuals internally and externally	E	A&I
Effective team working and aligning the day to day work and goals of the individual with the organisation's strategic vision	E	A&I
Demonstrable project management experience	D	A&I
Expertise in digital platforms such as Google	D	A&I
<b>Skills and Abilities</b>		
Outstanding communication skills (written and verbal) and able to communicate with a range of stakeholders internally and externally	E	A&I
A flexible and committed approach to work with the ability to generate new ideas and think creatively	E	A&I
Excellent customer service skills and the ability to manage customer expectations	E	A&I
A proactive and creative thinker - able to demonstrate the ability to apply these skills to deliver outcomes	E	A&I
Delivery focused with high levels of drive and energy - able to work on own initiative and as part of a team	E	A&I



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Fluent in spoken and written English	E	A&I
<b>Additional Requirements</b>		
Operate with the highest standards of personal/professional conduct and integrity.	E	A&I
Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	A&I
Willing to undertake training and continuous professional development in connection with the post.	E	A&I
Work in accordance with the Trust's values and behaviours.	E	A&I
Able to undertake any travel in connection with the post.	E	A&I
Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude.	E	A&I
Satisfactory DBS disclosure to work in an environment dealing with young people.	E	A&I
Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.	E	A&I
A commitment to safeguarding and promoting welfare for all.	E	A&I